



ILLINOIS ACADEMY OF
FAMILY PHYSICIANS
Devoted to Advocacy, Education & Action

ILLINOIS FAMILY PHYSICIAN

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2019 IAFP Annual Meeting

Saturday, October 19



NIU Naperville Conference Center



Celebrating 50 Years of Family Medicine

Join your Illinois family medicine family for one action-packed day of education and collaboration towards a better future for our members and our patients.



President's Message

Sachin Dixit, MD, FAFP

As I was organizing my thoughts for this President's Message, Illinois was in the midst of a severe hot weather advisory. Despite the heat, we've seen a "flurry" of Academy activities at the state level and national level. First, I want to welcome two new residency programs joined this year's Match, Mercyhealth in Rockford and Northwestern McGaw at Delnor Hospital in Geneva. Both programs filled in their first Match, bringing 20 new family medicine residents to our state.

As you know, advocacy is a big part of the Academy's mission; it is in our tagline "Devoted to Education, Advocacy and Action." No matter where these family physicians eventually practice, their state chapter will need them to be advocates. We experienced our highest-attended 3-day Spring into Action advocacy event in Springfield in early May. Our members buzzed throughout the hallways of our state capitol, met their senators and representatives. The energy was outstanding and contagious. We discussed our concerns related to prior authorizations, Youth PrEP, nurse staffing ratios, advocating for substance abuse harm reduction and also Collaborative Care Models for Behavioral Health. Read more about the final outcomes of our state advocacy in the Government Relations section of this issue.

Also, quite a few of our Illinois leaders joined me in Washington, DC for the annual AAFP Family Medicine Advocacy Summit in late May. We met with many Illinois members of Congress and discussed concerns from scope of practice, GME funding, maternal-child health, and funding for Teaching Health Centers for the future of family medicine. I also had an opportunity to raise concerns about continuing issues with ABFM. Following a lead from IAFP past president Dr. Donald Luyre of Glen Ellyn, IAFP is standing up for members who have lost board certification following



actions by the Illinois Dept. of Financial and Professional Regulation. Removing board certification is not the answer when these members have already taken constructive steps to address licensure issues.

As your President, I had the privilege of representing you at other state chapter's annual meetings. In June, I went to Albany, New York where I had an opportunity to interact with AAFP President John Cullen and the New York State Academy Leaders. I was pleased to see residents and students participating in their academy activities. I heard passionate testimony for resolutions from students, residents, and active members from across the state. Their passion to address social injustice is evident. They conduct their annual meeting business using a Congress of Delegates format. Their processes are different than our Illinois All Member Assembly, but it's clear we all face similar issues across the health care spectrum. NY State considered almost 60 resolutions ranging from eliminating non-medical exemptions for immunizations, social justice, increasing tobacco purchase age to 21 (which we've already done in Illinois, hooray!). They also advocated for the decriminalization of marijuana, which will also be the law here in Illinois, effective January 1, 2020. Many of the New York resolutions will be forwarded to the AAFP Congress of Delegates.

Next, I travelled to French Lick, in Southern Indiana. I was joined by fellow IAFP Board member Kate Rowland, MD who was there as faculty for the Essential Evidence CME Event. The Indiana Congress of Delegates debated

resolutions on individual religious freedom, the primary care initiative recently announced by the Centers for Medicare and Medicaid Innovation, supporting vaccination services within the medical home, and discouraging commercials for electronic cigarettes. Throughout my interactions with state chapter leaders in both states, I noted their work towards improving relations with like-minded organizations in addressing primary care concerns in their state. It was very reassuring to know, that improving lives of the patients and the communities we serve is universal across our states.

Next stop, Ohio! Improving patient care by reducing the administrative burden, tort reform and increasing the age to purchase tobacco products to 21 are activities that the Ohio Academy is actively working on, along with scope of practice, preserving Medicaid expansion and the opioid crisis.

Everywhere I traveled in this state chapter journey, I met at least one family physician who completed their residency training in Illinois. It is so humbling to hear all the all wonderful stories and impact they have as a result of their time with our great teaching institutions across the state.

In my last President's Message, I talked about transitional membership and the addition of international medical students who reside in Illinois. Today, I want to invite you all for our Annual Meeting which is in October 19th in Naperville. Complete details are in this issue.

Also set aside a weekend in November for Family Medicine Midwest, also in Naperville. Details are also in this issue and online registration is open for both conferences.

Another western suburbs live event is just weeks away. Join us for "Docs Night Out at Maggiano's in Naperville on September 18, where you can network with your family medicine friends over family style Italian food. All details are on the IAFP website at www.iafp.com. Have a great summer and stay safe!

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2019 IAFP Annual Meeting – Register Today!

Saturday, October 19 at NIU Naperville Conference Center

1120 E Diehl Rd, Naperville, IL 60563



The location and format provide the maximum in flexibility, whether you're popping in from a neighboring suburb or travelling in from southern Illinois. You'll find plenty of hotel options and fun things to do for any family members who come along with you. IAFP committees and member interest groups will meet and we'll cap the day off with a reception to honor our award winners and celebrate milestones as the specialty of family medicine turned 50 in 2019!

Registration Fees:

\$75 - Physicians & other Medical Professionals (who are AAFP members)

\$175 - Physicians & other Medical Professionals (who are not AAFP members)

\$60 - New Physicians (less than seven years post-residency)

Free - Illinois Resident/Transitional Members

Free - Illinois Student Members

Online registration is open at <https://www.iafp.com/annual-meeting-registration>

2019 Annual Meeting Agenda

- 7:30 a.m. Registration opens & continental breakfast
- 8:00 a.m. – 12 p.m. ABFM KSA Group Study on Palliative Medicine (tentative)
- 9:00 – 10:00 a.m. Committee Meetings
CME, Government Relations, Public Health, & Family Medicine Educators
- 9:30 – 10:15 a.m. Foundation Board Meeting
- 10:00 -10:30 a.m. Member Interest Group meetings
Reproductive Health & Urgent Care
Learn more about the IAFP MIGs and join at www.iafp.com/migs
- 10:30 – 11:00 a.m. Member Interest Group meetings
Women in Leadership, Direct Primary Care & Food is Medicine
- 11:00 a.m. -1:00 p.m. Lunch on your own
- 11:00 a.m. -1:00 p.m. IAFP 2019-2020 Board meeting
- 11:00 a.m.– 3:30 p.m. Primary Care Resource Fair
- 1:00 -2:00 p.m. CME Presentation: Infant and Maternal Mortality
John Cullen, MD, FAAFP – Valdez, Alaska
- 2:00 – 2:15 p.m. Break at Primary Care Resource Fair
- 2:15 -2:45 pm CME - Health Equity
Presented by Michael Hanak, MD
- 2:45 - 3:15 pm CME - ABFM Update
Presented by: Jerry Kruse, MD

*Thank you to our
Platinum Supporters*



- 3:15 – 3:30 p.m. Break at Primary Care Resource Fair
- 3:30 – 4:30 p.m. CME Plenary Session
Harm Prevention and Harm Reduction in Opioid Safety
Presented by William Campbell, DO
Campbell Health Solutions, SC, Tinley Park, IL and Munster, IN
- 4:30 – 5:30 p.m. Annual Business Meeting
Installation of IAFP President, AAFP Fellow Convocation*,
Updates from AAFP and Town Hall Session
- 5:30-6:30 p.m. Reception and IAFP Awards Presentation - Sponsored by Healthcare Associates Credit Union

*** Fellow Convocation:** All Illinois members who have achieved the designation of Fellow of the American Academy of Family Physicians (FAAFP), but not yet received convocation at an AAFP or IAFP annual meeting, are invited to participate in Fellow convocation with Dr. Cullen. If you become eligible and would like to participate in the Annual Meeting fellow convocation, please email Ginnie Flynn, vice president of communications at gflynn@iafp.com no later than September 24th.

2019 IAFP Annual Meeting presenters



William Campbell, DO

Campbell Health Solutions, SC - Tinley Park, IL and Munster, IN

Dr. Campbell is double-boarded in family medicine and pain management. He also represents IAFP both with RALI-IL and the Illinois Prescription Monitoring Program Advisory Council.

He will present CME on harm prevention and harm reduction in opioid safety, including

- Management of legacy patients from other providers
- Tapering of patients, how to get them below 90 MMEs/day
- Assisting physicians as their colleagues retire and patients are transferred to them
- Safe benzodiazepam tapering
- Case studies from his vast experience



Jerry E. Kruse, MD, MSPH

Immediate past chair, ABFM,

Dean and Provost, SIU School of Medicine, Springfield

Dr. Kruse will provide an update on ABFM activities, including the new longitudinal assessment.

He is dean and provost of Southern Illinois University (SIU) School of Medicine and CEO of SIU Healthcare, the faculty practice plan of SIU School of Medicine. Dr. Kruse joined the SIU School of Medicine faculty in 1984 and has served the organization in many leadership roles. He was Chair of the Department of Family and Community Medicine (16 years), Director of the Quincy Family Medicine Residency Program (12 years), and Director of Quincy Family Medicine's Clinical Operations and Complex Office Laboratory. He was Chair of the SIU School of Medicine Curriculum Committee and the Educational Policy Council (11 years), and he served on the Tenure and Promotion

Committee (4 years). Dr. Kruse is a national advocate for innovation in medical education and the advancement of health care systems. His focus is to fulfill the Triple Aim + 1: medical education and health care that are more effective, efficient, equitable and enjoyable for all.



Michael A. Hanak, MD, FAAFP

Associate Chief Medical Informatics Officer, Rush University Medical Center; Associate Professor, Department of Family Medicine.

In addition to clinical practice, he is Vice Chairperson for Clinical Programs in the Department of Family Medicine, co-chairs the Quality Committee for the Rush Medical Group, and is faculty for Rush Family Medicine Leadership Program. Dr. Hanak will present on the Rush University Health Systems experiences in the IHI study on Health Equity. He has led efforts to reduce disparities among preventive health screening and intervention and continues a campaign to improve screening for social determinants of health. Dr. Hanak is currently the IAFP's first vice president and a candidate for IAFP President-elect for the 2019-2020.



John S. Cullen, MD, FAAFP

Dr. Cullen is a family physician in Valdez, Alaska, and the current president of the American Academy of Family Physicians. As AAFP president, Cullen advocates on behalf of family physicians and patients to inspire positive change in the U.S. health care system. Cullen has practiced the full scope of family medicine in a rural community of 4,000 people in Alaska for the past 25 years. Cullen works in a small group practice and is director of emergency medical services at Providence Valdez Medical Center. He has been actively involved in residency and medical student teaching for more than 20 years, providing comprehensive training in rural health care. He is an associate clinical professor at the Geisel School of Medicine at Dartmouth College.

Dr. Cullen will provide a CME presentation on maternal and infant mortality. He will also perform Fellow Convocation for Illinois members who have earned the designation of Fellow of the American Academy of Family Physicians and provide the update from AAFP, just weeks after the 2019 Congress of Delegates in Philadelphia.

Submit issues to the IAFP Board of Directors

IAFP members may send formal requests to the Illinois AFP Board of Directors for their consideration. The All Member Assembly was dissolved at the November 2016 annual meeting and this replacement process was adopted by the IAFP board of directors. Members may still attend the annual meeting to provide input in person during the Academy business meeting. The IAFP board of directors will meet on Wednesday August 28 via webinar and in-person on October 19, during the annual meeting.

How to submit proposals for consideration to the Illinois AFP:

Send your email to president@iafp.com. Only current members in good standing may submit proposals to the IAFP Board of Directors. The email can be about IAFP policy or an action item request to the IAFP Board of Directors. Please include a preferred phone number in your email.

The president will acknowledge your email and then process your input in one of the following ways:

- Assign to IAFP staff to assist with an informational item or a transactional item
- Refer it to the IAFP committee of relevant expertise for consideration
- Refer it to the Executive Committee or full board if that level of consideration is needed.

The IAFP staff or committee assigned will contact you directly to discuss the issue. If needed, you may be asked to present your request to the committee or to the board of directors (via phone or in person).

The board will receive a report of all member input collected via this process before each board meeting.

You will be informed of the status of your resolution or action item after the next scheduled board of directors meeting. We look forward to hearing from our members at anytime from anywhere!

2019 Board candidates and voting

Candidates for a position on the Illinois Academy of Family Physicians Board of Directors must be an Illinois Chapter member and AAFP member in good standing. The call for nominations ended August 2. The IAFP Leadership Development Committee, chaired by IAFP past president Donald R. Lurye, MD of Glen Ellyn, includes Deborah Edberg, MD of Chicago, Dennon Davis, MD of West Frankfort, Soujanya Pulluru, MD of Naperville and Elizabeth Salisbury-Afshar, MD of Chicago.

All members eligible to vote will receive an email with voting instructions and login credentials on September 9. Voting will close on September 30.

Candidates for 2019-20 Board of Directors



President-elect (There is one opening, a three-year term, 2019-2022 including serving as President in the second year and Chair of the Board in the third year) This is not a contested position.

Michael Hanak, MD
LaGrange



First Vice President:
Tabatha Wells, MD
Springfield



Second Vice President:
Timothy Ott, DO
Quincy

Board Directors, class of 2022 (There are three openings, each is a three-year term, 2019-2022)



Noorain Akhtar, MD
Oak Brook



Farah Chaus, MD
Park Ridge



Kristina Dakis, MD
Gibson City



Sara Malone, MD
Carterville

New Physician, class of 2021 (There is one opening, a two-year term, 2019-2021)

Delegate to AAFP Congress of Delegates (There is one opening, a two-year term, 2019-2021) This is not a contested position.

Alternate Delegate to AAFP Congress of Delegates (There is one opening, a two-year term, 2019-2021) This is not a contested position.



Joshua Carpenter, MD
Dahinda



Anna Balabanova
Shannahan, MD
Evanston



Sachin Dixit, MD
Darien



Santina Wheat, MD
Chicago



8th Annual Conference November 8-10, 2019 at Northern Illinois University – Naperville, IL

Empowering Patients and Communities

<https://www.iafp.com/family-med-midwest> for details and updated information

Online registration is open!

The Illinois AFP is the organizational home for Family Medicine Midwest and the annual conference is returning to Illinois this year. We have a fantastic lineup of education and inspiration to showcase family medicine in the Midwest and especially Illinois.

Physicians: Earn CME at sessions presented by colleagues in a variety of locations and settings. Explore opportunities and services offered by our many exhibitors. Share and learn best practices and showcase your residency program or department.

Residents: Gain valuable presentation experience and build your CV, broaden your knowledge base with new topics or focus on your passion. Visit with potential employers and find your future practice setting or fellowship opportunity. Be the face and voice of your program to attract your future resident colleagues!

Students: Experience the joy, diversity, value and impact of family medicine. Gain hands-on experience with clinical procedures. Learn about the opportunities and challenges of caring for patients of all types in all places, in a changing environment. Visit with dozens of Midwestern family medicine residency programs under one roof to explore all that Midwest Family Medicine can offer! Find a residency program, find a mentor, find a friend! **Scholarship applications are due September 13.**

Residency programs: Exhibit in the residency fair on Saturday, Nov. 9. Exhibit space is limited. Each booth includes one free attendee full conference registration. Make connections with students throughout the conference weekend. Contact Ginnie Flynn at gflynn@iafp.com or 630-427-8004 for information. Online applications are now open. <https://www.iafp.com/fmm-residency-fair>

Plenary Presentations



Is Addressing Food Insecurity Part of Healthcare? Friday, November 8

Evelyn Figueroa, MD, Professor, UIC Department of Family & Community Medicine; Program Director, UIC Family Medicine Residency
Director, UI Health Pilsen Food Pantry
Co-founder Figueroa-Wu Family Foundation



Brandi Jackson, MD and Brittani Jackson-James, MD – Saturday, November 9

Meet "The Twin Docs," twin sisters and doctors, originally from Twinsburg, Ohio (really, that's not a joke) and now based in Chicago and founders of www.MedLikeMe.com. Brittani is a family physician and Brandi is a psychiatrist; both are graduates of UIC Residency programs. They are passionate about caring for the underserved and making the path in medicine easier for the next generation.



Innovating Towards Inclusivity, Diversity and Health Equity – Saturday, November 9

Jennifer Edgoose, MD, MPH, University of Wisconsin Department of Family Medicine and Community Health. Dr. Edgoose is the Director of the Office of Community Health and the Chair of the Diversity, Equity, and Inclusion Committee at the University of Wisconsin-Madison Department of Family Medicine and Community Health. She is a nationally recognized leader in diversity and inclusion.

www.iafp.com/family-med-midwest

Welcome Workshops featuring Illinois innovators

Be sure to block off Friday, November 8 to join us for the day!

Family Medicine and Behavioral Health



"You can be a psychiatrist, too – but if you're not – you can significantly improve lives in your family medicine practice"

Learn how team-based approaches embedded in a FQHC system of primary care sites along with community partnerships, ensure that patients receive comprehensive and coordinated services under one team and with their medical and emotional or behavioral needs addressed in tandem. Dr. Laurie Carrier, double boarded in family medicine and psychiatry, leads an integrated healthcare team of psychiatrists, a child psychiatrist, psychiatric nurses and psychiatric nurse practitioners as well as social workers to better connect patients to services they need.

Top 10 Things to Know in Sports Medicine for the Primary Care Physician

Sharing the combined knowledge of working with school teams, athletes, caring for – both students and adults. This dynamic M.D. duo will keep fellow family physicians engaged with an interactive presentation on sports medicine, covering the assessment and management of frequently encountered sports medicine conditions in the primary care setting. Top 10 topics to be reviewed:

1. Concussion
2. Back Pain
3. Osteoarthritis
4. Overtraining
5. Heat Illness
6. Care of the Female Athlete
7. Supplements: The good, the bad and the deadly
8. Musculoskeletal Pot Potpourri
9. Exercise is medicine
10. Strength training in the young and the old



Carrie Jaworski, MD, is the Director of the Division of Primary Care Sports Medicine, the Primary Care Sports Medicine Fellowship Director and a Clinical Assistant Professor within the Department of Family Medicine at NorthShore University HealthSystem & the University of Chicago Pritzker School of Medicine. Her clinical and research interests include concussions, the pediatric and female athlete population, nutrition/supplements, endurance medicine, dance medicine and the promotion of "Exercise is Medicine".



Hallie Labrador, MD, is the Associate Director of the Primary Care Sports Medicine Fellowship and Director of Quality Improvement and Research in the Department of Family Medicine at NorthShore University HealthSystem. She is board certified in Family Medicine and Sports Medicine, focusing on endurance athletes, the female athlete, joint pain and sports injuries.

COMBINED WORKSHOP - Part 1 Health Equity Advances in Health Systems and Residency Curricula

Learn the highlights from this report by the Institute for Health Improvement. Find out how a Teaching Health Center residency program has implemented a social justice and health equity curricula, and what are the best practices and challenges.

Michael A Hanak, MD, FAAFP, Associate Chief Medical Informatics Officer, Rush University Medical Center; Associate Professor, Department of Family Medicine. In addition to clinical practice, he is Vice Chairperson for Clinical Programs in the Department of Family Medicine, co-chairs the Quality Committee for the Rush Medical Group, and is faculty for Rush Family Medicine Leadership Program.

Anuj Shah, MD, MPH, Associate Program Director of the Family Medicine Residency at Erie Family Health Center-Humboldt Park.

Dr. John Whittington is a Senior Fellow at the Institute for Healthcare Improvement and IHI's lead faculty for the Triple Aim: achieving the optimal balance of good health, positive patient experience of care, and low per capita cost for a population.

Part 2 - Women in Leadership Discuss Sexual Harassment

Organized by the Illinois Academy of Family Physicians Women in Leadership Member Interest Group.

Illinois' Impact at AAFP National Conference of Residents and Medical Students

Our chapter made its mark throughout the AAFP National Conference weekend. Student and Resident members were represented in the congresses by our delegates and alternates. Link to their reports on the IAFP Blog at <https://www.iafp.com/iafp-blog>

Student delegation: Rush Medical College student, and AAFP Scholarship winner Ellie Battino agreed to step in when IAFP Student President-elect Laura Hurley (also from Rush) was not able to attend the conference. She was joined by alternate delegate and Rush student Cristal Chan in the Congress sessions. One of their highlights was the election of fellow Illinois student Sydney Doe (Northwestern University Feinberg School of Medicine) as one of two Alternate Delegates to the AAFP Congress of Delegates. Sydney will help represent the student voice at the 2019 AAFP Congress of Delegates this September in Philadelphia.

Resident Delegation: Audrey Hertenstein Perez, MD from West Suburban Family Medicine Residency in Oak Park was elected by the board as Resident President-elect and our resident delegate. She was joined by her West Suburban colleague Morgan Beatty, MD. Together they co-authored two resolutions that were ultimately adopted by the Resident Congress. In addition, Dr. Hertenstein Perez served on one of the three resident reference committees to hear testimony and make final recommendations on eight proposed resolutions. Dr. Beatty also contributed to several other resolutions reaffirming access to safe abortion services.



Dr. Morgan Beatty presents her resolution in reference committee



Student delegate Ellie Battino (right) with alternate delegate and classmate Cristal Chan



Opening day in the exhibit hall where Illinois had 24 booths!



Audrey Hertenstein Perez, MD (right) on the reference committee.



Sydney Doe (Northwestern) gives her speech in a successful campaign for Alternate Delegate.



Students Shaina Shetty and Kreena Patel were two of the winners drawn at the reception and received gift cards



Rockford student Erin Hinckley won a gift card



The Friday evening reception was the perfect place to catch up and wind down after a busy day.



Red = resident, white = student, purple = faculty at the Illinois reception!



We Care You Matter. Messages in the residency fair showcase SIU Springfield Family Medicine Residency



Former IAFP Student Board Member Sean McClellan, MD showcases UIC Family Medicine's message of inclusion with their rainbow shirts

Illinois delegation's two resolutions adopted by the Resident Congress were:

- RESOLVED, That the American Academy of Family Physicians stand against immigration policies that result in family separation and long-term detention of families seeking asylum from violence and oppression, and be it further RESOLVED, That the American Academy of Family Physicians call for timely access to quality medical, dental, and mental health care for children and families, and be it further RESOLVED, That the American Academy of Family Physicians advocate with Health and Human Services to implement alternatives to family separation and long-term detention of family units.
- RESOLVED, That the American Academy of Family Physicians support physician education on the unique health care needs of all immigrant and refugee patients, regardless of documentation status, and be it further RESOLVED, That the American Academy of Family Physicians develop educational resources, such as a workshop or toolkit, aimed at increasing physician knowledge regarding the health and wellbeing of all immigrant and refugee patients, regardless of documentation status, and be it further RESOLVED, That the American Academy of Family Physicians consider opportunities (such as workshops, sessions) at the 2020 AAFP National Conference addressing health care delivery to all immigrant and refugee patients.

Meanwhile the Illinois Block in the Residency Fair exhibit hall united 23 Illinois residency programs and four employer health systems in one group effort to recruit the next generation of family physicians to Illinois. They also co-hosted a Friday evening reception to wind down after a long day of action in the convention center. Thanks to this group effort, many lucky students won gift cards either at the reception or on Saturday morning in the exhibit hall. According to early numbers from the 2019 AAFP National Conference of Family Medicine Residents and Medical Students, the conference attracted 5,159 people total, including 1,893 medical students and 1,282 residents.



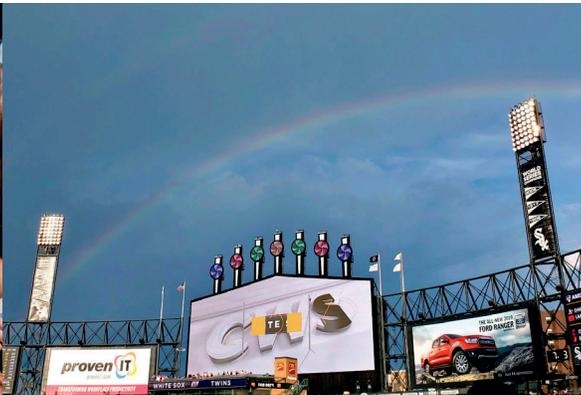
Annual White Sox Game fundraiser is a win-win again!

The Family Health Foundation of Illinois hosted our 13th annual Home Runs for Healthy Families fundraiser at the Chicago White Sox Game on June 28. The Sox won 6-4, bringing joy to the 110 IAFP fans who came out for the game, including AAFP Speaker Alan Schwartzstein, MD from Wisconsin (pictured with IAFP president Sachin Dixit, MD). Special thanks to Healthcare Associates Credit Union and ProAssurance for their support and fun giveaways! The event raised over \$3,000 to support the Foundation's programs for resident and student members. The Foundation supports resident and student delegate travel to the AAFP National Conference, the Resident Scholarly Works Virtual Summit, Tar Wars, and the Illinois Summer Externship Experience.

Also noteworthy, the White Sox are 10-3 in our annual group outings!



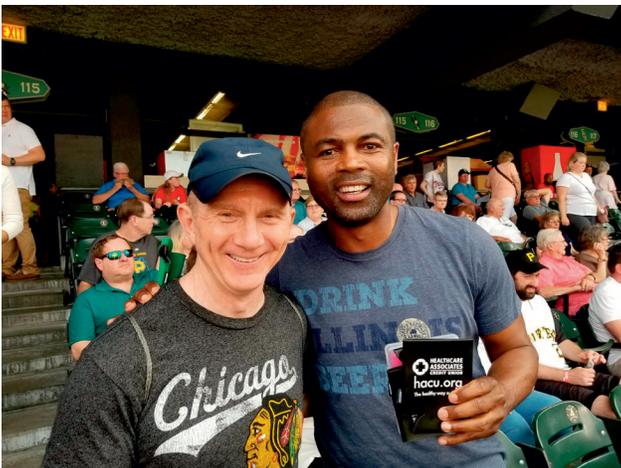
Rush students Laura Hurley and Becky Wornhoff



A rainbow over the game provided a great view for fans!



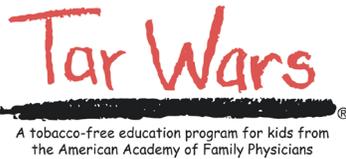
IAFP President Sachin Dixit, MD and AAFP Speaker Alan Schwartzstein, MD from Wisconsin



2018 Family Physician of the Year Thomas Huggett, MD and Illinois Rep. LaShawn Ford



IAFP President-Elect Monica Fudala, MD and new husband, Pat Melendy



Tar Wars program guide is updated for the 2019-2020 School Year.

The curriculum guide has been redesigned to offer a wide variety of lessons on topics from cigarettes, to secondhand smoke, to emerging smokeless tobacco products. You can download the 2019-20 updated program guide at https://www.aafp.org/dam/AAFP/documents/patient_care/tobacco/tar_wars/program-guide.pdf and learn about the Tar Wars Program at www.tarwars.org. Find a link to the Parent Information Handout https://www.aafp.org/dam/AAFP/documents/patient_care/tobacco/tar_wars/parent-info.pdf to send home with students after you present Tar Wars.

If you are a current presenter, contact your schools and schedule a presentation! If you would like start teaching Tar Wars at a local school and need help getting started, contact Ginnie Flynn by email or call 630-427-8004. More information about our Illinois program and the 2019 Poster Contest winners are on our Illinois Tar Wars page at <https://www.iafp.com/tar-wars>.



SIU medical student Jennifer Hill taught Tar Wars at Wilcox Elementary School, where Aaron Tuttle created the winning poster for our 2019 poster contest.

Out of Bounds

Previous Claims Under Further Review

COMING TO YOU THIS FALL! NEW SEMINAR ON PHYSICIAN-PATIENT BOUNDARIES AND RISKS

In medicine, as well as sports, there are consequences for crossing the line. In this timely seminar, physicians and other healthcare professionals can learn about professional liability considerations associated with personally and professionally stepping out of bounds. Topics include how to:

- Recognize potential professional liability risks in patient encounters
- Identify patient scenarios where expectations were not met
- Apply appropriate boundaries

ProAssurance also offers public seminars for practice administration professionals.



Healthcare Professional Liability Insurance & Risk Resource Services



800.282.6242

Visit ProAssurance.com/OutOfBounds to find a seminar near you!

Illinois DPC providers shine at AAFP DPC Summit

AAFP held its annual Direct Primary Summit in Chicago June 28-30 and three Illinois DPC owners shared the mainstage for a Saturday plenary session, moderated by IAFP Executive Vice President Vincent D. Keenan, CAE.

At the DPC Summit, IAFP Member and chair of the Direct Primary Care Member Interest Group Deborah Chishom, MD, owner of [Chisholm Center for Health](#) - shared the stage with two other Illinois DPC practice owners who are also mothers of young children. Clodagh Ryan, MD owns [Cara Direct Care](#) in La Grange, and Amber Price, MD is a pediatrician and owner of [Willow Pediatrics and Lactation](#) which she built right into her home in Chicago near the medical district.

All three of these women physician leaders used drive, determination, creativity and a lot of heart to create DPC practices that work for their communities and their families. What does it look like for each of them to manage DPC practices and still have a life with their families outside of work?

Dr. Ryan shared that she has an agreeable arrangement with three other area DPC physicians; when one is on vacation, the other three cover the practice and take any patient calls and visits. All these interactions are entirely covered within the patient's DPC membership. This enables her to travel home to Ireland to see her family every year.

Dr. Chisholm relies on a trusted PA about 30 minutes away who can cover for her when she is unreachable once or twice a year (LeRoy is a rural Illinois in a town of only 3,500).

Dr. Price has an agreement with one of her attendings from her days as a resident at UIC. She pays this physician by the hour for seeing her patients while she is on vacation. She prefers to take the first call from her patients though, even while away, but she is glad to have back-up support while she is traveling.

The presentation also included videos to illustrate two other Illinois DPCs: [UnityPoint Health Junction Medical in Peoria](#) is owned by a health system and run by DPC member Anton "TJ" Grasch, MD, and [Medico Directo](#) on Chicago's North Side, owned by DPC member Alvaro Encinas, MD. You can view the [NBC Chicago interview of Medico Directo and Cara Direct Care](#).

Dr. Deborah Chisholm blogged about their experience at the DPC Summit and the current state of the DPC model. Read it on the IAFP Blog Page at www.iafp.com/iafp-blog. This is the second in a new series of blog posts from the IAFP Member Interest Groups. Meanwhile SIU student Ben Hauter also blogged about his DPC Summit reflections at <https://www.benjaminrushinstitute.org/direct-primary-care-summit-2019-student-testimonial/?fbclid=IwAR13n49N5vrZGY2EKGz2bqgE0v-juY1j-SAZdzfYtN06BTuBYM1rMEwhLI8>.



Illinois attendees at the DPC Summit gathered for a group photo



IAFP Executive Vice President Vince Keenan moderates the main stage panel with IAFP members Deborah Chisholm, MD; Clodagh Ryan, MD and pediatrician Amber Price, MD



Dr. Chisholm is the chair of the IAFP Direct Primary Care Member Interest Group

Government Relations

Family Medicine Advocacy Summit

IAFP continued our reputation for strong representation on Capitol Hill when 21 Illinois members attended the AAFP Family Medicine Advocacy Summit May 21-22 in Washington, DC.

Illinois Congressman Brad Schneider (D-10) received the AAFP's Congressional Primary Care Champion Award for co-sponsoring the Primary Care Patient Protection Act of 2018, which sought to help patients strengthen relationships with their primary care physicians. The bill has been reintroduced this year as HR 2774, the Primary Care Patient Protection Act of 2019. Illinois Members met with Sen. Tammy Duckworth and staff for Sen. Dick Durbin, along with many other Illinois House members. FMAS attendees addressed graduate medical education, particularly rural physician workforce, teaching health centers, funding for the CDC on gun violence research and supporting a bill would make it more affordable for patients with high deductible health plans to access primary care.

The AAFP Speak Out website is your one stop to advocate directly to your members of Congress on the issues:
<https://www.aafp.org/advocacy/involved/toolkit/advocacy-resources/speak-out.mem.html>



Meeting with new Rep. Sean Casten



Meeting with U.S. Sen. Tammy Duckworth



Illinois members with Rep. Brad Schneider. Photo courtesy of AAFP



Illinois leaders with Rep. Jan Schakowsky

Meanwhile, back here at home, IAFP leaders personally delivered AAFP FamMedPAC contributions, along with family medicine's messages on ways to improve health care delivery, costs and outcomes nationwide.

Board member Shami Goyal, MD met with U.S. Rep. Raja Krishnamoorthi (D-8th) with a contribution from the AAFP FamMedPAC. Rep. "Raja" is a co-sponsor of the Primary Care Patient Protection Act, introduced by Illinois Rep. Brad Schneider (D-10).

Also, board member Scott Levin, MD and fellow 10th congressional district constituent Mayank Shah, MD delivered an AAFP FamMedPAC contribution to U.S. Rep Brad Schneider (D-10) on Friday, June 13 and spent time discussing health care issues both local and national as well as our thanks for introducing HR 2774.

Finally, on June 28, board member Emma Daisy, MD met with Congresswoman Jan Schakowsky, where they could recap the issues from Family Medicine Advocacy Summit and also thank her for her support of the Reversing Youth Tobacco Use Epidemic, as well as combatting rising drug prices.



Emma Daisy, MD and Rep. Schakowsky back in the district.



Shami Goyal, MD with Rep. Raja Krishnamoorthi



Mayank Shah, MD (left) and Scott Levin, MD (right) meet with Rep. Schneider.

State Issues Summary

As the General Assembly adjourned its spring session, bills IAFP supported passed both chambers and were sent to the Governor. Several were discussed during our Spring Into Action week in May. Others were discussed in the Government Relations and Public Health Committees. While this update primarily reports on bills that passed both chambers, there was success in keeping bills on scope of practice in committee. We know that stalled efforts on licensing naturopaths and lay midwives will be renewed. Similarly, scope expansion for other health professionals, including pharmacists may be re-introduced in the next legislative session.

- [HB1](#) was signed into law and creates the Task Force on Infant and Maternal Mortality Among African Americans Act. Includes a family physician as a member of the task force, along with a pediatrician.
- [HB2146](#) was sent to the Governor and creates the Health in All Policies Act - uses a "health in all policies" framework to review and make recommendations regarding how health considerations may be incorporated into the decision-making processes of government agencies to develop laws and policies to improve health and reduce health inequities.
- [HB2160](#) was sent to the Governor and requires the Department of Insurance to develop a uniform electronic prior authorization form to be used by an insurer that provides prescription drug benefits when requiring prior authorization.
- [HB2665](#) was sent to the Governor. It creates the Consent by Minors to Health Care Services Act which would align Illinois law with federal guidance on a minor's ability to access preventive health care services, like PrEP, without parental consent.
- [SB447](#) was signed into law and amends the Family Practice Residency Act. Changes the title of the Act to the Underserved Physician Workforce Act. The purpose of this Act is to establish programs in the Illinois Department of Public Health to upgrade primary health care services for all citizens of the State, to increase access, and to reduce health care disparities by providing grants to residency programs, scholarships to medical students, and a loan repayment program for physicians (family physicians, general internists, general pediatricians, general surgeons, emergency physicians, and obstetricians) who will agree to practice in areas of the State demonstrating the greatest need for more professional medical care.
- [HB2152](#) was sent to the Governor and creates the Mental Health Early Action on Campus Act.
- [SB1731](#) was sent to the Governor and amends the School Code. With regard to the in-service training program on the warning signs of mental illness and suicidal behavior in youth, provides that a school district may utilize the Illinois Mental Health First Aid training program, established under the Illinois Mental Health First Aid Training Act and administered by certified instructors trained by a national association recognized as an authority in behavioral health, to provide the training.
- [SB 182](#) was signed into law and provides that the Department of Public Health (in consultation with expert entities) shall study the feasibility of creating a statewide registry of advance directives and Practitioner Order for Life-Sustaining Treatment (POLST) forms.
- [SB1321 Medicaid Omnibus](#) bill was sent to the Governor. It contains provisions concerning an extended period for claims submissions outside the standard filing requirements; a dispute resolution process; annual publications on the Department's website of each Medicaid managed care organization's (MCO's) calculated medical loss ratios; a MCO's liability effective date; updated provider directories from MCOs; operational guidelines to enhance and improve operation performance of the State's Medicaid managed care program; and health care information released to managed care organizations. Contains provisions concerning managed care claim rejection and denial management among other items.
- [SB1828](#) was sent to the Governor. It creates the Overdose Prevention and Harm Reduction Act which supports overdose prevention efforts by better distributing naloxone, prioritizing high risk populations, promoting best practices, and improving the support the state provides to Drug Overdose Prevention Program (DOPP) organizations, among other initiatives, like the syringe access program under the Department of Public Health.
- [SB2085](#) was sent to the Governor. It replaces the definition of "psychiatric Collaborative Care Model" with language providing that the term means the evidence-based, integrated behavioral health service delivery method, which includes a formal collaborative arrangement among a primary care team consisting of a primary care provider, a care manager, and a psychiatric consultant.

The governor also signed off on a \$45 billion capital plan, that also includes funds for healthcare transformation and improvements to community health centers. To help pay for the plan, Illinois will raise the state tax on a pack of cigarettes to \$2.98, a \$1 increase effective July 1, which IAFP strongly supported. The increase will generate an additional \$160 million a year, according to a statement from the governor's office.

DEEP GRATITUDE: IAFP's tracking of legislation and advocacy efforts would not be possible without the tireless efforts of Beth Martin and Bruce Kinnett of Cook-Witter, Inc. along with Betsy Mitchell.



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Log onto cme.iafp.com to view the variety of free CME topics available. You just need to log in or create a profile to catch up on the latest topics.

Online Now:

- Pre-participation Physical Evaluation Updates from the Fifth Edition
- Primary Care Update: The ever-changing landscape of medical (and now, recreational) cannabis in Illinois
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- Buprenorphine Treatment for Opioid Use Disorder / Medication Assisted Treatment (MAT) in Solo/Small Group Practice
- Opioid Safety in Primary Care Webinar
- Pneumococcal Vaccines
- Update on 2019 ACIP Immunization Schedules
- Herpes Zoster Vaccine: The new Herpes Zoster Vaccine for adults: what's good news, what's challenging?
- New ADA Standards of Medical Care 2019
- Medical Aid in Dying: A physician's perspective
- Fat and Dairy in Relation to Diabetes & CVD: Research, Recommendation and Real
- Top 10 Practical Things that Family Physicians Can Do for Weight Loss Patients
- Ethylene Oxide: Building Awareness for Primary Care Physicians & Other Clinician
- Lead Poisoning - Testing, Reporting, and Prevention
- Joy in Medicine - Live from Gibson City
- More topics added each month!

Do you have a presentation you would like to contribute to IAFP's live online education?

Contact Kate Valentine at kvalentine@iafp.com for information on how you can present for the IAFP.

Upcoming Webinars

Wednesday, September 11 from 12:15pm - 1:15pm CST

Collaborative Care in Behavioral Health and Medical Care

New Illinois laws strengthen the opportunities for collaborative care between behavioral health and medical practice. James MacKenzie, MD and Jennifer Kurth, DO from the Illinois Psychiatric Society share the improved aspects of collaborative care as a result of the laws.

Thursday, September 19 from 12:15 PM – 1:15 PM CDT

Sharing challenges and best practices in Medication Assisted Treatment for OUD

How do primary care clinicians work with patients who have OUD? How can family physicians work with pain management subspecialists to care for their patients with OUD? Thomas Huggett, MD, family physician at Lawndale Christian Community Health Center on Chicago's west side will share his experiences with providing MAT. Gagandeep Goyal, MD, an anesthesiologist, works with primary care clinicians who refer their patients with pain management needs, to make sure there is coordinated care.

Register for both webinars at www.iafp.com

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NAVIGATING OPIOID SAFETY ACROSS THE CONTINUUM OF CARE

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Wednesday, October 9, 2019
11:30am - 4:30pm

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If you have a news item to share, email it to Ginnie Flynn at gflynn@iafp.com.

IAFP member Leonardo Lopez, MD has been named chief medical officer for OSF HealthCare Saint Paul Medical Center, Mendota. In this role, Dr. Lopez will be accountable for leading the practice of medicine as a member of the hospital executive team. He will ensure consistency in practice standards and facilitate an interdisciplinary team approach to the delivery of care. Lopez will continue to serve as the medical director of quality and safety at OSF HealthCare Saint Elizabeth Medical Center. In addition, he will continue to see patients at his family medicine practice in Mendota.

Members in the News

Sanjeeb Khatua, MD, Chief Medical Officer, Edward Hospital and Chief Physician Executive, Edward-Elmhurst Health, will become Executive Vice President for the Edward-Elmhurst Health Physician & Ambulatory Network, effective Oct. 1. Dr. Khatua will remain in his role as Chief Physician Executive for the system. News of his promotion appeared in the July 10 *Naperville Patch*, *Naperville Sun* and *Daily Herald*.

Opella Ernest, MD has been appointed president of the American Heart Association's Metro Chicago Board of Directors. Dr. Ernest, senior vice president and chief clinical officer at Health Care Service Corporation (HCSC), previously served as a member on the Metro Chicago Board and began her two-year term as president on July 1.

Aaron Michelfelder, MD, Chair of Family Medicine at Loyola University – Stritch School of Medicine was quoted in an August 2 *Chicago Tribune* article about VeggieRX, a program implemented by Windy City Harvest, now in partnership with Loyola Medicine and Proviso Partners for Health. The program works to fill the void for Maywood residents who need access to healthy produce. The program, which now operates year-round, has branches in Austin and North Lawndale, and is currently tied to Loyola's Maywood clinic.

Dr. Titilayo Abiona is featured in a July 31 *Chicago Tribune* story about how the dedicated providers in Cook County Health System in Robbins are providing key opportunities for kids to get their school physicals, dental exams, free vaccinations and access to healthy meals as they get ready to go back to school.

Kristine Carpenter, MD was featured in the July 23 *Champaign News-Gazette* as the physician lead for a new Carle clinic that provides medical students the opportunity to build relationships in the clinic with community members. The clinic is being staffed by Carle Illinois College of Medicine students guided by experienced doctors, and patients will be billed just as they would for a doctor's office visit. Dr. Carpenter also appeared live on WCIA-TV on August 13 to talk about the clinic.

Congratulations to Michelle Byrne, MD, MPH and Laura Kahn, MD on their selections for 2019 AAFP Excellence in GME Education Awards. Both are residents at the McGaw Northwestern Family Medicine Residency Program at Erie Family Health Center in Chicago.

Congratulations to three new family medicine residency program directors:

- Leslie Sleuwen, MD at AMITA Hinsdale Family Medicine Residency
- Santina Wheat, MD at McGaw Northwestern Family Medicine Residency Program at Erie Family Health Center in Chicago
- Alhang Konyak, MD, interim program director at Mercyhealth GME Consortium Family Medicine Residency in Rockford

Our 2013 Family Physician of the Year, Joseph Welty, MD of Dixon authored a guest editorial in the *Sauk Valley News* on June 28 about the benefits of physical activity as he prepares for the annual Reagan Run 5k.

IAFP board member Santina Wheat, MD was interviewed for *Lawndale Bilingual News* about Erie Family Health Center's documented success in the Illinois statewide effort to end the HIV epidemic through their Lending Hands for Life program.

David Harmon, MD, the 2003 Illinois Family Physician of the Year, was featured in the June 18 *Advantage News* on his new position joining the palliative care team at Alton Memorial Hospital. He has served the Greene and Calhoun County areas for over 30 years and also serves as a captain on the Jerseyville Volunteer Fire department.

Executive Vice President Vince Keenan joined U.S. Rep. Sean Casten on a panel discussion around the negative effect of high insulin prices on patient's ability to manage diabetes. The event was covered in the *Kane County Chronicle* and *Northwest Herald* on June 17, and Keenan's input was quoted in the article.

Brian Atwood, MD has been named Associate Medical Director for Carle Richland Memorial Hospital, where he will serve as the physician leader integrated with the hospital administrative team. The promotion was announced in the June 25 *Olney Daily Mail*.

News You Can Use

Spotlight on a Rare Disease: IPF hits home for two members

We are proud to be the first physician organization to officially partner with Boehringer Ingelheim Pharmaceuticals, Inc. (BI) to bring you the Idiopathic Pulmonary Fibrosis (IPF) Awareness Campaign. IPF is a type of rare interstitial lung disease that makes it harder to breathe over time. As its symptoms overlap with those of common diseases such as COPD, asthma, and CHF, it is often misdiagnosed.

The Idiopathic Pulmonary Fibrosis (IPF) Awareness Campaign has a link from the IAFP Partner in Health page <https://www.iafp.com/partner-in-health> with resources specifically for the primary care physician with education and resources.

The disease is rare, but very well known to IAFP, as two of our members are survivors.

William F. Hays, MD, IAFP's 2008 Family Physician of the Year, was diagnosed with IPF in January 2008. Hays lives in Herrin and had been practicing in Southern Illinois since 1980. He joined Logan Primary Care in 1997, where three of his former students also became practice partners.

It was touch and go whether Dr. Hays would be strong enough to attend the December 2008 event to accept his FP of the Year honor, as he anxiously awaited his transplant. He continued to care for patients up until October 2008, while traveling regularly to St. Louis for treatment. The fact that the IAFP award would be presented at the annual meeting in that same city likely boosted his case to obtain his doctor's permission to attend the ceremony. Finally, he received the approval to attend and accept the award in person. Given his weakened condition, he asked his practice partner Jeffrey Parks, MD to deliver his acceptance speech.

IAFP members applauded his courage and wished him well. Then, in an amazing turn of events, just days after receiving his award at the IAFP 2008 Annual Meeting, Dr. Hays underwent a successful double-lung transplant operation on December 11, 2008. He spent the next three months recovering from the surgery and undergoing therapy. In late March he was able to return home to Herrin, where he continued to gain strength each day. He was also thrilled to be back in time for baseball's Opening Day, ready to root for his beloved St. Louis Cardinals. "I am feeling much better and beginning to get out and do things again," he told IAFP back in April 2009. He returned to work in August 2009.

The recovery was long, and the risk of rejection always looming. Today, Dr. Hays remains very active in practice and is currently in private practice with an advanced practice nurse as an associate, Rachel Bailey. He still tries to see the St. Louis Cardinals play whenever possible. He remains active at home with his wife, Pam, a guiding force throughout the entire process and a professor of nursing, also enjoying time with his children and grandchildren. He is very thankful to the family of his donor whose consideration in providing their loved one's organs for transplant has kept him alive and productive. "The best way to describe the entire process is that there was a very long and rocky road, though worth every step along the way," summarized Hays.

Soon after, another family physician member faced the same threat. Jane Jackman, MD of Springfield and Hays actually know each other from their time precepting students from SIU School of Medicine.

Dr. Jackman's journey with IPF began in 2010 during a trip to Colorado where she struggled with breathing, which didn't end when she returned to Springfield. Because IPF was such a rare disease, it took an entire year before she received the diagnosis.

"I was working in a private practice in Springfield," Jackman recalled. "I was fortunate to have great support and time off for visits and clinical trials." The average life expectancy for patients diagnosed with IPF is under five years. Jackman waited six years for the double lung transplant.



She retired from the practice at age 67 since she required oxygen full time and didn't want to risk an "acute exacerbation" of IPF by seeing patients with cold and flu symptoms. "I also wanted to travel to see my two brothers in England and my sister in West Australia, before I was too sick to travel. I really missed my patients, but I think I made the right decision," she concluded.

While she waited on the transplant list, Springfield-area doctors didn't have much information on IPF at that time. Jackman did her own research and found a clinical study at St. Luke's Hospital in St. Louis. She joined a clinical trial for the medication called Esbret – an anti-fibrotic drug. "Phase three of the of the trial was a good place to join," she recalls. "The study was double-blind for one year, then open-access, so you got the drug, even before the FDA approved it."

In January 2017, Jackman finally had her lung transplant. After surgery, there is a risk that 10 percent of lung transplant patients don't survive a year. Complications are a substantial risk, and she was not immune. Jackman faced acute transplant rejection – the lungs didn't work at first. As a result, she had to stay on a lung bypass machine which also has risks. Then she suffered a leaking artery, which necessitated another surgery. That was followed by heart failure, and a clotting disorder.

"I literally have a gap of two weeks with no memory," Jackman recalls. Her four children all flew in and her husband, Steve was faced with the prospect of losing his wife.

In an interview in May this year, Jackman recounted her journey for *Family Physician*. It's been a long road back, which included permanently retiring from practice. She still is not fully recovered, with some limits. "I'm careful with my time and what really matters. Medicine is still important. I miss practicing, but it was time to leave."

Probably one of the greatest realizations for her was the true costs of such a difficult diagnosis, and the realities of health care finance. "I had Medicare for the operation. Health care is tremendously expensive, and it affects everything, stresses everything. I was lucky I got into the study, which provided me with free drugs for two years. Not everyone can handle that. Charity programs are difficult to access and not everyone can manage that. Cost affects access. We don't have equal access here. Primary care is the start of the solution to that equal access."

No longer practicing medicine, Jackman has used the time in front of her to reprioritize. She admits her energy is lower than she'd like. "Transplants are taxing so now I use my energy wisely. I read more. Exercise is important, so I spend a lot of time on my treadmill."

Meanwhile she's sharing her experience personally and professionally. She's helped teach her Springfield doctors about it. She's also considering writing a book about it to share her personal story and experience to help other patients and especially their caregivers.

Launched earlier this year, Idiopathic Pulmonary Fibrosis for the HealthCare Professional <https://www.insightsinipf.com/ipfforthhcp/> is an online resource to help providers better identify, screen, treat and care for patients with IPF. Idiopathic Pulmonary Fibrosis (IPF) is a progressive and fatal interstitial lung disease that causes fibrosis in the lungs and is often confused with common diseases such as chronic obstructive pulmonary disease (COPD), asthma, and congestive heart failure (CHF). First-line healthcare professionals play an important role in the early recognition and referral of patients with suspected IPF to a pulmonary specialist.

More information about IPF

September is Pulmonary Fibrosis Awareness Month. You can find out more about it at <https://www.pulmonaryfibrosis.org/get-involved/pf-awareness>

Coming up in Chicago, the PFF (Pulmonary Fibrosis Foundation) Walk

Saturday, September 14 at Diversey Harbor

Patients, families, caregivers, and friends are invited to join for a one or three-mile walk along Chicago's Lake Shore Path at Diversey Harbor. The PFF walk offers an unprecedented opportunity to unite the community, raise funds, build awareness, and sustain vital programs that help people with PF and their families live better lives.

Learn more at <https://secure.qgiv.com/event/classification/247091/>

WAC is Wack: 5 ways to improve practice efficiency, increase revenue, and reduce burden

Author: Kate Freeman, MPH, Quality Improvement Strategist, AAFP

Primary care in the United States is complex. The compiling evidence-based medicine practices, along with increased and disparate reporting requirements of quality measures to multiple payers, task family physicians with seemingly insurmountable responsibility during each patient visit and oftentimes leads to work after clinic (WAC). Here are five strategies you can consider implementing to whack the WAC!

Agenda Setting - Physicians see many patients with multiple complex chronic conditions daily. Physicians' time is already limited during the patient visit, and the number of tasks family physicians are expected to cover in an office visit continues to grow. Best practices suggest setting a mutually agreed upon agenda between the physician and patient at the beginning of the appointment allows for an effective visit. Here are five steps to help you **AGREE** on the visit agenda:

1. **A**cknowledge patient's list of concerns
2. **G**et on the same page
3. **R**ecap top priorities
4. **E**nsure no additional concerns
5. **E**xecute plan for next visit

Inbox Management – A physician's inbox can be unruly and difficult to manage during the work day, resulting in multiple hours of WAC to complete burdensome clerical work. Most inbox messages can be handled by other team members in between patient visits, thereby reducing the administrative burden and WAC that physicians experience. Consider the three following categories when determining how to redistribute inbox workload:

1. Requests that require direct physician management
2. Messages that can be routed to other care team members, such as refills, referrals, patient questions, and portal messages
3. Messages that are not related to patient care or practice business and can be deleted

Expanded Rooming – Expanded rooming protocols allow physicians to delegate tasks that an MA or nurse can do and frees up precious time during patient visits to focus on higher priority patient and physician concerns. Based on state specific scope of practice laws, an MA or nurse may:

1. Help the patient prioritize their list of concerns and begin the agenda setting process
2. Perform medication reconciliation
3. Screen for conditions or social needs based on practice protocols
4. Update medical, family, and social history
5. Provide immunizations per standing orders
6. Identify and arrange preventive care based on gaps through standing orders
7. Ensure room is prepared with necessary medical equipment for visit

Team member co-location – Effective communication between care team members is essential to delivering high quality care, but many important conversations in traditional practices often must occur at the end of the day. Co-location of care team members is a strategy that allows for verbal communication between the team in real time and results in a decrease in inbox clutter from electronic communication that would otherwise occur. Even if this strategy is not a reality for your current clinic layout, you may be able to implement other non-inbox communication tactics to increase efficiency. Some practices use walkie-talkies, instant messaging, or secure text messaging services to allow more rapid responses to questions that may arise during triage, rooming, and scheduling.

Team Documentation - Team documentation, or "scribing", is a care model where a staff member assists a physician in real-time during an examination by documenting notes, orders, and referrals, and by queuing up prescriptions, thereby allowing the physician to be face-to-face with the patient. This model allows physicians to use their medical expertise to focus on patients while members of their team work at the top of their training and capabilities. Team documentation may be a solution for your practice - interested in learning more? The AAFP TIPS <https://www.aafp.org/practice-management/transformation/pi-tips.html> on Team Documentation is free to AAFP members <https://nf.aafp.org/Shop/product/DetailByName?categoryName=practice-transformation&productName=aafp-tips-team-documentation>.

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