Billings Clinic
Internal Medicine Residency

MMA Physician Leadership Effectiveness Program
October 24, 2014
Learning Objectives

• Our Residents
• Recruitment
• Billings Clinic Vision
• Billings Clinic Internal Medicine Residency
  – Vision
  – Mission
  – Strategy
• The Team
Billings Clinic Internal Medicine Residency Class of 2017
Resident Recruitment

• Quota 6 Categorical, 4 Preliminary
• 1600 applicants 2013, 2100+ 2014
• First class started 7/1/14
• Two week orientation
• 50% women,
  – 2 Native Americans,
  – One African American,
  – 3 Billings natives
• 13 x 4 week blocks each year
• 7-8 inpatient, 3 outpatient and 2 selective blocks
Billings Clinic will be a national leader in providing the best clinical quality, patient safety, service, and value.
Residency Vision

We are a learning laboratory for the triple AIM plus one:
• better care for individuals
• better health for our population
• better value
• plus joy in primary care practice.

Our residents will fill roles in a team-based, transformed health care system as quality and safety leaders.
Residency Mission

• Bring General Internists to Our Region
  – Primary Care
  – Hospitalists
  – Extensivists
GME to Unsupervised Practice-The GAPS

Office-based Practice Competencies
– Interprofessional Team Skills
– Clinical IT Meaningful Use Skills
– Population management skills
– Reflective Practice and CQI skills

• Care Coordination
• Continuity of Care
• Leadership and management skills
• Systems thinking
• Procedural Skills

Crosson et al. Health Affairs 2011;30(11): 2142-8
Our Strategy

Build a transformed delivery system

- 5% of patients consuming 50% of resources, suffering unnecessarily or unattended.
- As a PCMH (Patient-Centered Medical Home) in our ACO (Accountable Care Organization)
- A New Perspective on Population Management

Tools

- Lean Six Sigma
- Relational Coordination/High Reliability Organizing
- Service Excellence
The Residency Medical Home Team

17 internists
  – 10 are new to Billings Clinic
  – 11 outpatient
  – 4 inpatient, target 12

• 4 Midlevels
• 6 Nurses
• 2 Nurse Navigators
What Does it Take?

- Finance team must be educated about GME costs and strategies.
  - Hidden Costs
  - Hidden Revenues
  - Hidden Processes
  - Residents are not students
- Physical plant
- Engagement Engagement Engagement
- “Experts”
IMR Faculty

Outpatient:
Steve Gerstner
Robert Ficalora
Eric Saberhagen
Chad Lyle
Keri Kale
Charlie Wittnam
Margaret Beliveau
Terry Dennis
Dan Gomez
Beata Kis

Inpatient:
Alyssa Burkhart
Lindsey James
Rebecca Kellum
Dick LeBlond
James Yturri
Joe Law
Julian Gnecco
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