



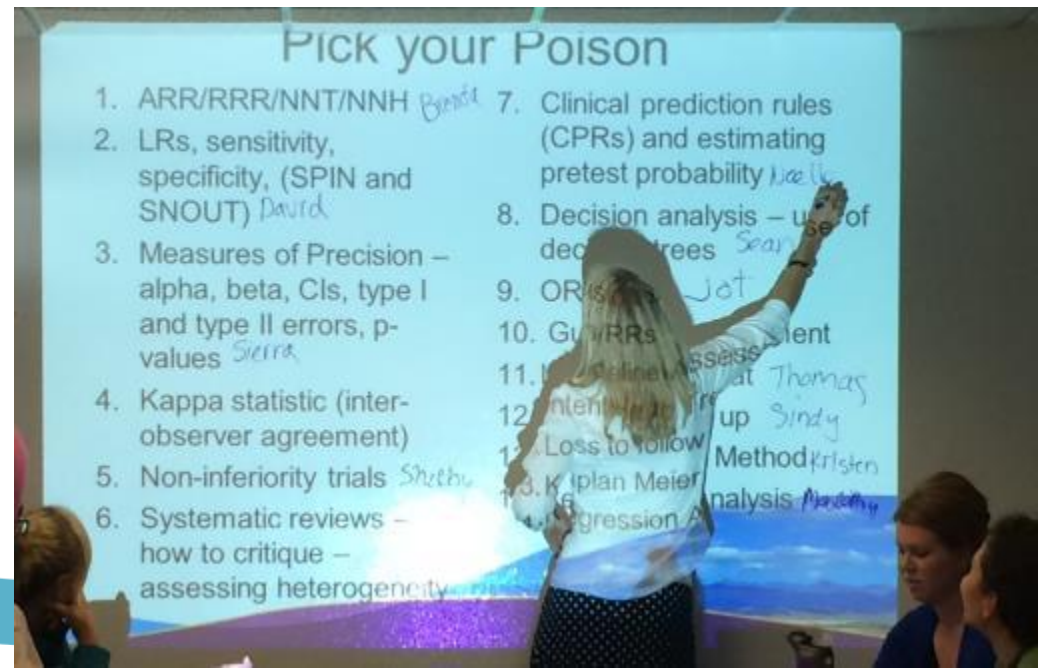
Billings Clinic Internal Medicine Residency

MMA Physician Leadership
Effectiveness Program
October 24, 2014



Learning Objectives

- Our Residents
- Recruitment
- Billings Clinic Vision
- Billings Clinic Internal Medicine Residency
 - Vision
 - Mission
 - Strategy
 - Tactics
- The Team

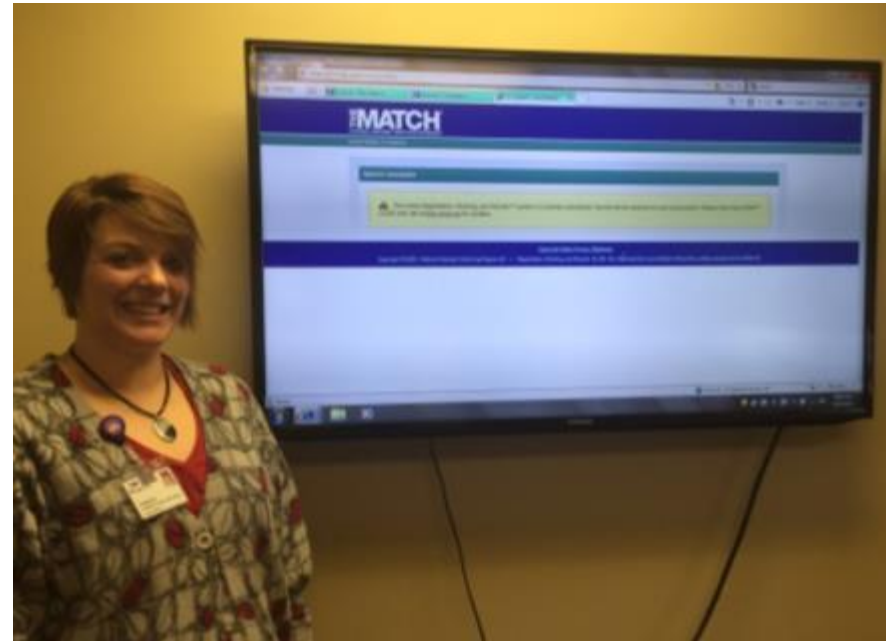


Billings Clinic Internal Medicine Residency Class of 2017



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 Vision

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



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
Jason Kuns (2015)



Contacts

Roger Bush

rbush1@billingsclinic.org

Bob Ficalora

rficalora@billingsclinic.org

