



Opening Lines



Welcome Spring! Assuming we are not entering the next ice age, the arrival of this issue of our quarterly newsletter, “Generally Speaking” will coincide with the appearance of sun, grass, and normal width streets. It has certainly been a memorable winter and I am deeply appreciative of the extraordinary efforts of our entire team. I have heard numerous stories of challenging commutes, creative housing plans, and intense dedication that kept our services running and maintained our highest level of patient care and academic work throughout the storms. As we look forward, we will be welcoming many new people and programs in DGIM. I am excited by the ongoing recruiting efforts that

will bring amazing new faculty and staff to our Division in the months ahead. In addition, we have launched several new DGIM wide initiatives that are designed to enhance our clinical services and support the professional development of our members. Some of these wonderful programs are described in this issue. Writing, in particular, is a key distinguishing feature of our Division and this issue includes descriptions of our new Writer in Residence program as well as celebrates the publication of three books by DGIM faculty, Angelo Volandes, Steve Gardner, and Scott Podolsky. Lastly, I’m happy announce that the [DGIM website](#) is now live. As always, we have lots to celebrate in DGIM. Enjoy!

-Josh Metlay, Chief, DGIM

DGIM Spotlight: Senior Health Practice

The Senior Health Practice has fostered innovative, creative, and integrated care pathways across specialties, both inpatient and outpatient, at MGH to improve the patient experience.

One example is the Geriatric Inpatient Fracture Service (GiFTS). Dr. Monera Wong, Chief of the Geriatrics Division, credits Dr. Ken Minaker with helping develop GiFTS. Within GiFTS, physicians from the Geriatrics Practice team up with physicians from the Orthopedic Trauma Service and staff from various other services, including Nursing, Anesthesia, Physical Therapy, and Nutrition. This multi-disciplinary approach allows GiFTS to provide patient-centered, coordinated, and collaborative care for older patients hospitalized with orthopedic fractures.

Similarly, the Senior Health Practice has joined forces with Urology to provide outpatient Geriatric/Urology consultations as part of an integrated, shared visit. Dr. Pablo Gomery from Urology conceived of and has spearheaded this exciting effort alongside the dedication and expertise of Dr. Ardeshir Hashmi.

Dr. Hashmi and Dr. Gomery have a combined clinic together on Wednesdays, seeing patients in collaboration for 60 minute consultations and writing a combined, integrated note. The Geri/Uro service emphasizes the importance of pre-session

huddles, and the Medical Assistants play a key role in teeing up bladder scans or obtaining orthostatics at check-in. Patients like the service, as do the referring physicians. Referral reasons include: avoiding ER visits for acute retention, dealing with side effects of meds such as anticholinergics, and recurrent urinary tract infections, among many others.

With the success of the Geriatrics/Urology consultation within Senior Health, please stay tuned as this service will be rolled out at other practices in the future.

Dr. Wong says that clinical needs have driven the innovation on both inpatient and outpatient fronts, and she has encouraged and supported these types of unique programs. She notes that improving the care the patients receive is at the heart of these innovations.



Dr. Ardeshir Hashmi (left), and Dr. Pablo Gomery

Pages: Notes from the DGIM Writer in Residence

(This is an introductory article. In the future, "Pages" will be authored by Dr. Koven)

On February 1, 2015, Suzanne Koven M.D. M.F.A. was named the DGIM's first Writer in Residence. Suzanne, a primary care physician in the Bulfinch Medical Group since its founding in 1990, is a medical essayist, book critic, blogger, and interviewer whose work has appeared in the *Boston Globe*, the *New England Journal of Medicine*, the *Los Angeles Review of Books*, *Psychology Today*, at the *New Yorker.com*, and in many other publications. In 2012, the New England Chapter of the American Medical Writers Association recognized her popular *Boston Globe* column, "In Practice," with the Will Solimene Award for Excellence in Medical Communication.

The role of Writer in Residence is new for DGIM and also unique nationally. Though a few hospitals in the U.S. and abroad have employed writers to help patients compose stories and poems as part of their therapy, the DGIM Writer in



Dr. Koven at a recent Lit Med Meeting

Residence will work primarily with faculty and staff. Suzanne will mentor DGIM physicians, nurses, nurse practitioners, administrators and other professionals who want to write and publish--especially narratives about medicine. She'll also provide consultation on manuscripts, facilitate discussions of short essays, stories, and poems for medical practices and administrative teams, and organize symposia, readings, and other events highlighting humanism in medicine.

The idea for a DGIM Writer in Residence grew out of the Literature and Medicine program created by Mass Humanities and sponsored at MGH by the Stoeckle Center. Since 2009 Suzanne has led "Lit Med," a monthly meeting during which primary care clinicians and administrators discuss memoirs, plays, novels, and poetry over dinner. These works of literature enable open and honest conversations about difficult subjects. Louisa May Alcott's *Hospital Sketches*, an account of her experiences as a nurse during the Civil War by the author of *Little Women*, led to a robust exchange about

the differing roles of doctors and nurses. *King Lear* inspired a discussion about how families respond to failing elders. An article about the ethics of physicians stranded in a New Orleans hospital in the days after hurricane Katrina helped the group think about how we make decisions during a disaster.

"There's a kind of magic that happens in this group, a magic that literature sparks" Suzanne says. Participants routinely report that they feel better connected to colleagues and to the reasons they chose careers in medicine.

Josh Metlay, Mary McNaughton Collins and others in the DGIM leadership wondered whether the benefits of Lit Med, and of writing, might be experienced more widely in the division. They have asked Suzanne to lead discussions during regularly scheduled meeting times in practices and with other teams and to offer these sessions as part of practice retreats.

Please look for "Pages: Notes from the DGIM Writer in Residence" in future editions of our newsletter. If you would like to be a guest columnist for "Pages", please contact [Shelli Mahan](#) or [Tim Gomperts](#).

Finn Named Top Hospitalist

Late last year, Dr. Kathleen Finn was one of ten physicians recognized by the American College of Physicians in their "2014 Top Hospitalists" issue. Dr. Finn, a clinician educator who serves as the Inpatient Associate Program Director for the residency program here at MGH, was acknowledged for her superb work teaching medical students, residents, and faculty. [You can read more about Dr. Finn's selection to the ACP Top Hospitalists list here.](#)



Dr. Kathleen Finn

Grant Submission Resources Available

The DGIM recently developed and made available a set of tools and templates designed to help aid faculty during the grant application process. These tools were developed by Dr. Daniel Singer, with help from Beth Walker-Corkery, Leila Borowsky and Kathleen Higgins. You can [click here](#) to access the tools on the DGIM hub.

DGIM Physicians Publish Books

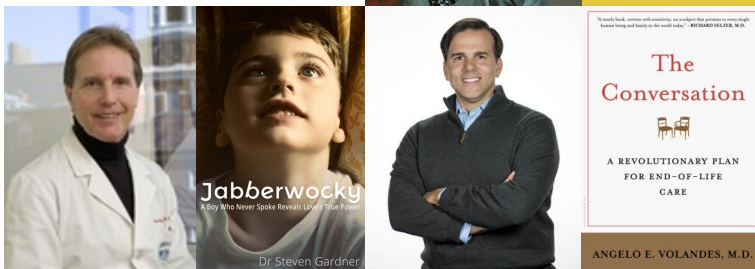
Three DGIM physicians, Dr. Angelo Volandes, Dr. Steven Gardner, and Dr. Scott Podolsky have each recently had a book published

Dr. Volandes published *The Conversation: A Revolutionary Plan for End-of-life Care* in which he weaves research findings into the stories of seven patients, making a case for rethinking the handling of end-of-life care. [You can find out more about Dr. Volandes' book here.](#)

Dr. Gardner's book, *Jabberwocky: A Boy who Never Spoke Reveals Love's True Power*, is a memoir about resilience and compassion which draws inspiration from Dr. Gardner's experiences as a volunteer physician at Camp Jabberwocky. [Additional information about Jabberwocky can be found here.](#)

Dr. Podolsky released *The Antibiotic Era: Reform, Resistance, and the*

Pursuit of Rational Therapeutics, a book that traces the history of antibiotics as a means of explaining how we arrived at the present situation with antibiotics and how that history should influence the future of antibiotics. [Learn more about Dr. Podolsky's book here.](#)



Dr. Podolsky (top right), Dr. Gardner (bottom left), and Dr. Volandes (bottom right) alongside their respective book covers.

DGIM Catches the Holiday Spirit

Members of the DGIM got into the holiday spirit at the annual Holly-Day party in December. As is tradition, the party was highlighted by the Ugly Sweater Contest and Yankee Swap.

The Ugly Sweater Contest saw some familiar faces taking home prizes. Last year's winners, Kerry McBride and Sharon Floramo, were once again the cream of the crop, taking home awards for "Best Special Effects" and "Most Bedazzled" respectively. The repeat winners were joined by Tim Gomperts, who won the award for "Most Ugliest Sweater."

In the Yankee Swap the "Travelocity

Gnome" reemerged, and for the second year became a focal point of the festivi-



Ugly Sweater Award Winners (left to right): Tim Gomperts, Kerry McBride, & Sharon Floramo

ties. Interestingly, the "Travelocity Gnome" was joined by a handful of other gnomes among the Yankee Swap gifts. It remains to be seen if a preponderance of gnome-centric gifts will become a staple of the Holly-Day party.

In addition to the Holly-Day party, the DGIM, in conjunction with the Mongan Institute for Health Policy, helped spread the holiday spirit to the less fortunate by contributing gifts to MGH Revere Health Center's holiday toy drive. Participating in the toy drive is a big part of our holiday tradition and we look forward to giving back to our community in the years to come.

Embracing the Next Chapter: Dr. Mark Eisenberg

Dr. Mark Eisenberg is proud of the way MGH Charlestown provides high quality care to "an amazing patient population" with diverse cultures and complex medical needs. Mark has worked at MGH Charlestown almost for 30 years, and he has served as the Unit Chief of Adult Medicine for the past 25 years. During his tenure, he has seen the practice grow, and he has championed many efforts such as embedding the management of addiction within the practice – an example for other primary care practices to follow.

Mark thoroughly enjoys caring for his patients, most of whom deal with challenging issues such as addiction, incarceration, HIV/AIDS, and other chronic medical conditions. Mark leads by example, and he is a role model for medical students and residents, teaching that all patients are human beings and need to be treated with dignity and respect. The faculty and staff at MGH Charlestown all manage many chronic medical problems, including addictions. There are fully 7 physicians at MGH Charlestown who are trained to prescribe Suboxone/buprenorphine.

Mark is exceptionally proud of his trainees, many of whom are still at MGH and flourishing as primary care providers across the various MGH practices. He

passed the Unit Chief baton to Dr. Jim Morrill as of February 1st, 2015, and now Mark will be spending more time working on medical school education with HMS while continuing his addictions work. He is also part of the new, inpatient Addictions Consult Team (ACT). Mark also has a passion for cycling, and he is shown here on a trip to Italy with his wife.



Dr. Mark Eisenberg

On The Horizon

SGIM Regional Meeting March 27, HMS
SGIM National Meeting April 22–25, Toronto, ON, CN
DGIM Grand Rounds Haber Conference Room 7:45-9am
April 10: Dr. Angelo Volandes
May 1
June 12
DGIM Frontline Case Conference 7:45-9am
May 8: David Munson
Stoeckle Center Seminars Simches 3120 7:45-9am
March 27
May 22
June 26
Schwartz Center Rounds Thier Conference Room 12:30-1:30pm
March 18
April 15
May 20
June 17
Center For Faculty Development Events Email CFD@Partners.org to register for any event
Crafting Your CV Narrative March 11, 12-1pm
Managing Difficult Conversations March 25 11am-2pm
"Meet and Greet" with Kate Treadway May 15, 8-9:30am

Picker Wins Ebola Innovation Award

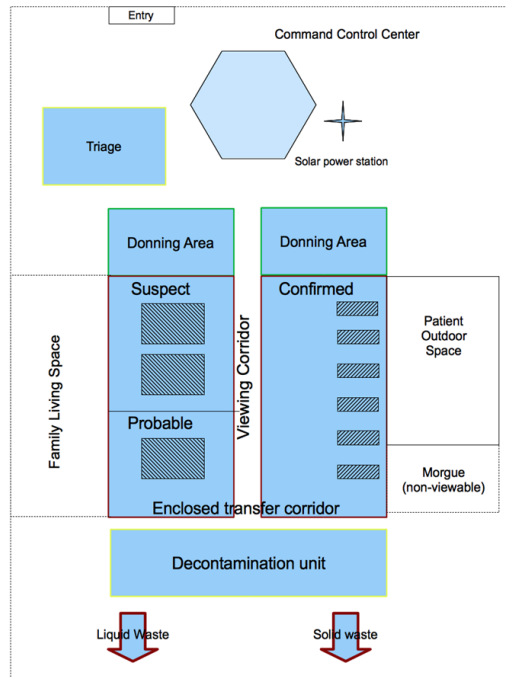
“I have been searching for a meaningful way to contribute to the fight against Ebola”, said Dr. Evy Picker, voicing a widely held sentiment. To this end, Dr. Picker, a Physician with Primary Care Associates, participated in the Stop Ebola Hack-a-thon, where she, along with a team of multi-disciplinary professionals, won the “MGH Best Innovation Award.”

The Stop Ebola Hack-a-thon, which was sponsored by the MGH Center for Global Health and CAM-Tech, was a two day event during which professionals from a myriad of disciplines gathered with the goal of developing innovative solutions to challenges faced by healthcare workers on the frontlines of the Ebola epidemic.

Initially, the Hack-a-thon participants were addressed by Ebola experts who outlined the problems that beleaguer Ebola treatment.

One issue in particular stood out to Dr. Picker. “I was struck by the large obstacles fear and stigma created in the villages”, she said. The dearth of healthcare facilities is an obstacle to timely treatment. This problem is compounded by villagers’ lack of understanding of Ebola treatment, creating an environment where the stigma of an Ebola diagnosis discourages people from

RESCUE – Base Deployment



R.E.S.C.U.E. Treatment Facility Design

seeking treatment and leads to the ostracization of those who manage to survive.

To deal with this problem, Dr. Picker and her team developed the idea of a modular, scalable treatment facility called

R.E.S.C.U.E. R.E.S.C.U.E. would be deployable within 48 hours, allowing for expeditious, local treatment of Ebola. In addition to providing a treatment center specially equipped to handle Ebola, R.E.S.C.U.E. would also include family living space. This would allow infected patients to interact safely with family and friends. The family living space also allows the family to self quarantine, an important step towards containing the epidemic.

“Involving family members, as well as the village healers and leaders would hopefully demystify the treatment process and, instead of avoiding seeking treatment out of fear, would change the village culture to encourage members to seek early diagnosis and treatment,” she said.

Winning the “MGH Best Innovation Award” was just the beginning for Dr. Picker and the R.E.S.C.U.E. team. The team has encountered serious interest in R.E.S.C.U.E., and they’re currently working to fine tune their idea and figure out what it will take to bring it to fruition. “The possibility that what started as just an idea could become a reality is absolutely thrilling and empowering”, said Dr. Picker.

MGH DIVISION OF GENERAL INTERNAL MEDICINE



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Winickoff Scholar Program

On February 6, 2015, DGIM Medical Rounds was dedicated to showcasing the Winickoff Primary Care Scholar Program. Presentations were given by four former Winickoff Scholars: Dr. Benjamin Crocker, Dr. Deborah Kwolek, Dr. Lipi Roy and Dr. Paul Simmons. The former Scholars discussed their experiences in the Winickoff Scholar program and presented projects that they were able to complete because of their involvement with the program.

The Winickoff Scholar program offers physicians support for one session a week for three months, allowing them to pursue a scholarly project. The pro-

gram is currently accepting applications for fellowships. The deadline to submit an application is March 23rd. If you would like to know more about applying, please contact [Dr. Richard Winickoff](#).



Winickoff Scholar Presenters & Leaders (left to right): Josh Metlay, Paul Simmons, Deborah Kwolek, Richard Winickoff, John Kendall, Lipi Roy, and J. Benjamin Crocker