



# Opening Lines



Happy Holidays! With this third issue of our quarterly newsletter, "Generally Speaking," we welcome an expanded readership by including our colleagues from nursing and patient services. The history of the Division of General Internal Medicine has been distinguished by a long collaborative relationship between nurses, physicians and other healthcare providers in building outstanding patient-centered models of care. This issue includes an article highlighting the valuable role played by nursing

leadership across our primary care practices. The issue also includes a brief reminder of our DGIM Strategic Plan, which includes a major focus on fostering career development for physicians, nurses and other staff. We believe that by creating more inter-professional connections, we will create unique opportunities to enrich all of our careers and achieve an even higher quality of patient care. General medicine is a team sport and we are members of a large and amazingly talented team! Wishing you and yours a happy holiday and healthy new year.

## DGIM Spotlight: Primary Care Nurse Leader Council

The Primary Care Nurse Leader Council (PCNLC), comprised of Primary Care Nurse Managers/Directors, provides key nursing and administrative leadership, expertise and guidance as the MGH Primary Care community transforms toward Patient Centered Medical Home status.

The PCNLC is Co-Chaired by Marcy Bergeron, ANP, Director of Nursing and Clinical Operations for Primary Care and Jeannie Bernhardt, ANP, Administrative Director, Charlestown HealthCare Center.

Recent PCNLC achievements include the development of practice based implementation tools for PC-wide initiatives such as: opioid policy, depression screening, transitional care codes, and other patient centered medical home milestones.

The PCNLC is also actively involved in fostering professional development and coaching of the PC nursing workforce, including recent efforts on behalf of nurse practitioners and medical assistants.



Group of PCNLC members. Seated (right to left): Marcy Bergeron ANP, Co-Chair, Virginia Manzella, Joan Niles RN, Christine Goscilla NP, Ellen Silvius RN, Denise Sidorowicz NP, Mary Ungaro RN, Mary Sullivan, Jane Maffie-Lee ANP, Sheila Arsenault RN, Judith Leamy RN, Barbara Chase NP  
Standing (Right to Left): Kerri Pagliuca RN, Carmen DaSilva RN, Debbie Burke RN, Elise Loiselle ANP, Jeannie Bernhardt ANP, Co-Chair, Christine Carnes RN, Carol Brooks RN, Leah Giunta ANP, Leah Roumanis RN, Kerry Cafasso ANP, Eleanor Delaney

# A Brush With History

On September 11, colleagues and friends of John Stoeckle, MD, crowded into the John D. Stoeckle, MD, Conference Room to celebrate the unveiling of his portrait and the conference room named in his honor.

“The story of John Stoeckle is academic medicine,” said John Goodson, MD, of the IMA and Stoeckle Center advisory board chair. “John was a 24/7 guy, a clinical scholar working at night on ideas he articulated and influenced powerfully in his work.” Colleagues say he never signed out.

Michael Barry, MD, Medical Director of the Stoeckle Center added, “When I began working at the MGH in 1983, someone suggested I should sit in with John Stoeckle.

Never before or since, have I met anyone so focused on the patient agenda.”

Dr. Stoeckle earned his MGH 65-year pin on Ether Day last year, the latest milestone in an illustrious and ongoing career that began at Harvard Medical School. He did his residency at MGH, then returned to become head of the

medical outpatient clinic, where he introduced a different model for outpatient work, based on the experiences of doctors who had practiced in the military. This practice evolved into the IMA, where he practiced until retiring in 2000. These days, he comes to the office a few days a week to work on his book and see friends and former patients.

“I am inspired by how people get through illness and the stress of their lives,” said Dr. Stoeckle. “It’s moving what patients go through. You can’t help but end up with a sense of admiration and inspiration.”



Left to right: Dr. Josh Metlay, Susan Edgman-Levitan, Dr. John Goodson, Dr. John Stoeckle, Dr. Michael Barry

# Physicians’ Years of Service Recognized

Each year, the MGH honors employees at the annual Ether Day celebration. The MGH recognizes employees with years of service ranging in increments of 5 years to 55 years of service.

On Monday, November 17, the DGIM extended this celebration, holding their first annual DGIM physician recognition cocktail reception in the Simches Cafe. The cocktail reception recognized the 65 DGIM physicians who were honored during this year’s Ether Day festivities.

The reception brought together physicians from many of our practices. It was a great opportunity to renew old friendships and make new ones.

We look forward to hosting this event for many years to come.



DGIM Members congregate at the reception honoring physicians whose years of service were acknowledged during the Ether Day Celebration



# Embracing The Next Chapter

We offer a sincere thank you to our departing Primary Care Team Leaders, Drs. Sherry Haydock, Bob Hughes, and Vicky McEvoy. We spoke with each of them to get a glimpse into their plans for the near future...

## Dr. Vicky McEvoy

Dr. Vicky McEvoy is proud of how MGH West grew from a small, private general medicine practice to become the current, successful, comprehensive Mass General West Medical Center. MGH West offers both primary care and specialty care for the whole family with high patient and physician satisfaction, as well as low staff turnover – it is a place where she would be delighted to seek care for herself and her family members.

Dr. McEvoy served 18 years as the Medical Director and on her watch, MGH West grew to be the highly successful medical center that it is today. As of October 1 2014, Dr. McEvoy transitioned out of her Medical Director role, leaving the position to Dr. Leslie Vensel. Dr. McEvoy looks forward to working closely with Dr. Vensel. In addition, Dr. McEvoy loves practice and will continue as the Unit Chief of Pediatrics.

Dr. McEvoy enjoys all things outdoors, and will continue to devote time toward these activities, especially tennis. Her next chapter also includes spending time with her 4 grandchildren, savoring each day, and practicing good medicine. (Cont. on back page)



Dr. McEvoy during a recent biking trip in New Zealand.

## On The Horizon

DGIM Grand Rounds  
Haber Conference Room 7:45-9am

February 6: Winickoff Scholars Panel

DGIM Frontline Case Conference  
7:45-9am

December 12: Carolina Abuelo, MD & Mark Eisenberg, MD, Haber Conference Room

January 9: NEJM CPC in Primary Care, Simches 3110

February 13: Alice Kung, MD, Simches 3210

Stoeckle Center Seminars  
Simches 3120 7:45-9am

January 23

February 27

Schwartz Center Rounds  
Thier Conference Room 12:30-1:30pm

December 17

January 21

February 18

Stoeckle Center Morbidity & Mortality  
Conference

January 30

## Chairs Established in Gross' Honor

On November 3, Massachusetts General Hospital celebrated the establishment of two chairs in Primary Care recognizing Peter L. Gross, MD, for his dedication to his patients and students during a career that has spanned more than 40 years. The response from donors, colleagues and grateful patients was so great that enough funds are committed to create two primary care chairs in his honor – a first for Mass General.



Dr. Gross, left, with Dr. Metlay

Dr. Gross arrived at Mass General nearly a half-century ago as a second year Harvard Medical School student. During his time at MGH the hospital has changed dramatically.

“What has not changed, however, is the unique connection between patient and physician that I first experienced as a young student,” Dr. Gross says. “This connection, the ‘patient-doctor relationship,’ is central to everything we do in patient care, and mentorship is the foundation of our education of physicians.” Perpetuating these key aspects of physician education

and patient care is the goal in these chair awards.

Joshua Metlay, MD, PhD, Chief, Division of General Internal Medicine, is the inaugural incumbent for the first chair. The recipient of several teaching and research awards, Dr. Metlay is also devoted to mentorship and education. “I can’t imagine a more fitting incumbent,” said Katrina Armstrong, MD, MSCE, physician-in-chief of the MGH Department of Medicine. “He symbolizes all the values of primary care.”

The second chair is earmarked for a primary care physician, practicing and caring for patients actively while also pursuing innovation and research in practice organization and student and resident education.

These chairs will provide a permanent endowment in Dr. Gross’s name to carry on his work in Primary Care. “This chair celebrates the promise of general medicine, now and in the future,” Dr. Metlay said. “It will help support a pipeline of physician leaders to develop the solutions to the really challenging problems in medicine.”

## State of the DGIM

August 2014 marked the DGIM’s first full year under the leadership of Chief Josh Metlay, MD. On September 5<sup>th</sup>, 2014, Dr. Metlay delivered the annual “State of the Division” talk. Dr. Metlay highlighted the numerous accomplishments of the DGIM and its members, while also addressing various problems

the division encounters. Dr. Metlay also introduced a DGIM roadmap which focuses on three strategic goals: coordinating patient care, fostering career development, and bridging MGH programs. The slides from the talk and the DGIM strategic plan are both available on the [DGIM Hub](#).

### DGIM Road Map





# Embracing The Next Chapter

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## Dr. Sherry Haydock

Dr. Sherry Haydock is proud the IMA has embraced a culture of change and innovation without sacrificing its continued strong commitment to residency training. Through her efforts, the IMA team continues to improve the quality of life of both patients and providers.

Dr. Haydock served as Medical Director of the IMA for 20 years. Given the new requirements in medicine, there has been a need for an expanded IMA infrastructure. Dr. Haydock is proud of the fact that the expanded infrastructure provides more administrative support to address the needs of the practice. In addition to a new Medical Director (Dr. Blair Fosburgh), there are three new Unit Chiefs (Drs. Dan Horn, Bill Kormos, and Naomi Leeds), as well as leadership roles for NP's in each unit. Under Dr. Haydock's leadership the positions of the support staff have been elevated, and everyone plays a role in team-based care.

For Dr. Haydock, the transition from the

role of Medical Director makes for an exciting time in her life. Fewer meetings will greatly increase her availability to her patients, notably allowing her to see her own patients on an urgent basis.

Dr. Haydock is an advocate of balance in life, and she engages in activities outside the hospital such as volunteer work, and spending time with family and friends. Additionally, Dr. Haydock continues to train and compete with her horses and the MGH blanket you see in the photo is a parting gift from her colleagues in the IMA.



Dr. Haydock and her horse, Yankee

## Dr. Bob Hughes

Our thanks to Dr. Robert Hughes for his 24 years of innovation and leadership. Dr. Hughes is proud of how it all came together. From just an idea 24 years ago, Bulfinch Medical Group (BMG) has grown into a successful practice with 18 staff, 24 residents, and 100,000 visits/year. Dr. Hughes assembled a prominent team of physicians that continue to work together to move the field of pri-

mary care forward.

While Dr. Hughes has been happy to serve in his leadership role at BMG all these years, he endorses that in the course of things, there comes a time when new ideas and new energy are helpful to address the challenges coming. He's very pleased with the recruitment of Dr. Frannie Kronenberg, and he continues to work together with her, especially during the transition of leadership.

What's in the next chapter for Dr. Hughes and his career? Well, Dr. Hughes has not cut back on his MGH work; rather, he has offset the previous time spent on administrative activities

with an expansion in his clinical care, an expanded teaching role (he now enjoys precepting 4 great residents – see photo), and he's also been asked to sit on advisory committees. Dr. Hughes is enthusiastic about these new endeavors, and he continues to devote time toward his passions of tennis and sailing!



Dr. Hughes, right, meets with one of his residents, Dr. Dan Ly, left.

### MGH DIVISION OF GENERAL INTERNAL MEDICINE



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