



Opening Lines



The start of a new year is always a great opportunity to look backwards at our accomplishments during the past year and set goals for the coming year. In the coming year, we will be working towards further expansion and strengthening of both our inpatient and outpatient care teams and, especially, new strategies for coordinating the work between these units. But even as we focus on organizational strategies and goals, we need to remember to celebrate the work of the individual members of our Division. Indeed, a key purpose of this DGIM newsletter is to disseminate information about the amazing work people are doing, which really defines the strength of our Division. Every day, members of our Division lead and deliver outstanding educational programs, provide compassionate care to patients with increas-

ingly complex problems, and push the boundaries of our work through volunteerism and advocacy. Our Division is committed to expanding the diversity of our membership and our work. In that regard, one of our highest responsibilities is to support each individual on their chosen career path. So, 2017 marks the year that we will commit to holding annual career conferences with each and every member of the Division, and using those meetings as an opportunity to link individuals with a growing range of career development activities, including expanded mentoring and coaching programs.

Assuring that each member of our division can find meaning in the work they do is the central mission of the DGIM. Warmest wishes for a happy and healthy 2017.

HMU Puts Best Foot Forward with 'Socks for Sox' Contribution

This past summer, the HMU Happiness Committee participated in Sox for Socks, a city-wide sock drive for Boston Healthcare for the Homeless Program.

The Committee was happy to contribute \$700 in socks to Boston Healthcare for the Homeless Program. This was a larger gift than in previous years and 16 physicians, nurse practitioners, and physician's assistants contributed to this effort.

The HMU participation in the Socks for Sox effort was a great opportunity that the Happiness Committee was pleased to sponsor under the leadership of Margaret Seater, DO. The Boston Healthcare for the Homeless Program and the Hospital Medicine Unit share a lot of patients, so HMU is really invested in that program's success. . .and in keeping feet healthy and dry. HMU is thankful to Boston Healthcare for the Homeless Program for all they do on behalf of our patients.

In conjunction with the sock drive, we went out to the ballgame!

The HMU Happiness Committee, Chaired by Steve Kneusel, does commendable work addressing issues such as burn-out, workplace satisfaction, and professional development. The Happiness Committee focuses on volunteerism and building collegial relationships both inside and outside of the hospital. In that light, the sock drive and Red Sox outing combination is a perfect example of the great work they are doing.



To celebrate their 'Socks for Sox' contribution, HMU Happiness Committee members enjoyed a Sox game this past Summer

Culinary Literacy Corner: WINTER FREEZE

Happy New Year! A time to reflect, plan, and freeze

Helen Delichatsios
Culinary Literacy Expert

In this first culinary literacy column of 2017, I continue on the theme of PLANNING, as it relates to the concept of freezing. Do you use your freezer space efficiently? Start seeing your freezer as a friend when you want healthy meals and have limited time. The freezer can be a source of heat-and-eat leftovers, including extra portions of grains, beans, breads, soups, and fruit. Labeling your containers is advised as foods in the freezer can be hard to identify in their frozen state.

The Chili recipe to the right is a great example of cooking once and eating multiple times. The recipe can be vege-

tarian (or not) and feel free to improvise. I usually toss in any extra vegetables (or meats) I have, even if they're not on the list below.

If you are interested in learning more about Dr. Delichatsios' work in culinary medicine, email her at: HDelichatsios@partners.org

Chili

Ingredients:

1/4 cup olive oil	1 oz chopped dark chocolate
1 onion, chopped	2 15oz can diced tomatoes (no salt added)
1 red bell pepper chopped	2 15oz cans kidney beans (no salt added)
6 cloves garlic, minced	1 lb ground beef or turkey (optional)
1/4 cup chili powder	Pinch of salt, to taste
1/4 cup flour	Garnish of cilantro
2 cups frozen corn	Serve with tortilla chips
1 12oz bottle beer	

Directions: Heat olive oil in big pot. Add onion and pepper, and sauté for 10 minutes. Add garlic, chili powder, flour, stir for 1 minute. Add meat, beer, chocolate, tomatoes. Simmer until meat is fully cooked (20 minutes). Stir in beans and corn.

Active Prep Time: 20-30 minutes

Cook time:
about 40 minutes

Time gained in prevention of years lost due to premature death from preventable diseases - priceless!

Servings: 10+

Serve yourself, your family, make a portion or two for lunches the next day, then

freeze the remaining portions in labeled and dated single serve plastic containers, and voila - ready-to-grab lunches for the coming weeks! Make it a habit to prepare a big pot of "something" once per week and you'll have variety as well.



DGIM Job Opportunity

Are you a part-time clinician or researcher interested in adding clinical hours to your work schedule?

If so, consider joining the MGH Division of General Internal Medicine (DGIM) as a Per Diem Physician (PDP) in our Primary Care Locum Tenens Pool.

PDPs will be used to cover unexpected MD vacancies expected to last 2 or more months. PDPs must be available a minimum of 8 consecutive weeks per calendar year and be willing to work a minimum of two 4-hour clinical sessions per week during their assignment. The PDP schedule will be designed to provide follow-up and routine care of existing primary care patients (no new patients), with the practice providing clinical support staff. Payments will include \$400/session worked plus a stipend for availability.

If you would like to learn more about this opportunity, please contact Evan Porter, Director of Finance for Primary Care, at eporter@partners.org.

Spotlight on Education

Lessie Robb-Nicholson Director of Education

One of the cornerstones of training for medical residents at MGH is a primary care continuity experience. Each year, about 154 of our trainees are integrated into 14 well-established faculty primary care practices, where they serve as primary care doctors for medically complex and challenging patients. Central to the training are dedicated **DGIM Faculty Preceptors** who co-manage patients with our residents, teaching evidence- and experience-based approaches to outpatient care, and modeling excellent patient/doctor communication.

This is a colossal organizational and teaching endeavor! Fortunately for MGH, the endeavor is led by **Dr. Alaka Ray, Associate Program Director for Ambulatory Training**. In her role, Alaka is a zealous advocate for ambulatory training. She is responsible for insuring high-quality learning experiences for our residents, positive relationships between practices and the training program, and for nurturing preceptors, who are core to

Preceptors Retreat Attendees

**In addition to those listed below, there are many other DGIM members who contribute a great deal as Preceptors. We want to make sure that their effort and dedication does not go unrecognized. The success of our Ambulatory Training Program is a direct result great work that is done by our faculty and staff.*

Annie Lee	Devon Quasha	Amy Schoenbaum	Elizabeth R. Roth
Alaka Ray	Susan Seward	Dean C. Xerras	Adrienne L. Clark
Anna Rubin	Jason Barrera	William Schmitt	Mark P. Eisenberg
Philip Daly	Lynne Brodsky	Carolina Abuelo	Blair W. Fosburgh
Marya Cohen	Carol Ehrlich	Melvin Welinsky	William A. Kormos
Daniel Horn	Marcia Zucker	Claude I. Alabre	Kerri L. Palamara
Naomi Leeds	Caroline Birks	Elisha H. Atkins	Sanja Percec-Lima
Barbara Woo	Herman I. Gomez	Patricia Gibbons	Helen Delichatsios
Sunu S. Yeh	Sherry Haydock	Charles H. Weiss	Jessica A. Zeidman
Kevin Heaton	Michael Nathan	Shana L. Birnbaum	Katherine Ann Sakmar
Mira Kautzky			

ambulatory training.

Alaka considers preceptors the backbone of outpatient training, working continuously with residents over three years. “In many cases, a preceptor has the longest relationship with a trainee, and is not

(L to R) Diane Ford and Alaka Ray



only a teacher, but mentor, advisor and friend.” Geographically spread out, preceptors gather twice each year to discuss ambulatory training and share ideas about improving their teaching. This year’s retreat brought together many of the DGIM’s preceptors (see the list above). During the retreat, preceptors shared ways to improve evidence-based teaching, help residents set learning goals, be more mindful during teaching (rather than distracted by documentation), and balance autonomy with supervision. The wonderful thing about teaching MGH residents is that it is rejuvenating and inspires teachers to greater excellence!

Alaka is quick to acknowledge that much of the success of the continuity experience is due to the meticulous work of **Diane Ford, Ambulatory Program Director**, who expertly coordinates the “behind-the-scenes” details that make for an excellent program. Diane is regularly praised and thanked by our residents for her role in their education.

In end of year surveys, senior residents highlight their continuity experiences, remarking that “their primary care patients are among their most memorable relationships, and managing their health a gratifying part of their training.”

HMU Happiness Committee Honors Sivia Molloy

With yet another passing season, The Division of General Internal Medicine's Hospital Medicine Unit continues its efforts to spread smiles throughout MGH! This winter, they have announced their next Happiness Hero –Sivia Malloy!

The Hospital Medicine Unit Happiness Committee was originally founded to promote optimism, resilience, and camaraderie. Over one year ago, the committee created an award which seeks to recognize these virtues amongst our colleagues here at MGH. The award identifies those who inspire joy, and convey enthusiasm throughout the day. The DGIM generously funded a certificate and a custom-designed Happiness Hero pin to reward the awardees.

As our winner, and in stark contrast to the chilly winter wind, Sivia Malloy has been recognized by many within the department as a Happiness Hero for bringing warmth to the hearts of those she works with. As one of the administrators with the Hospital Medicine Unit, Sivia has many challenging responsibilities, and yet always manages to be “a tremendous resource for all of us in Hospital Medicine” reports HMU Chief Melissa Mattison, MD.

When given the news of her award, manager Danica Mari explained, “Sivia is a compassionate and understanding soul who goes out of her way to improve the mood of everyone around her.” As an example, Danica pointed out that during a particularly stressful season, Sivia organized and coordinated breaks for people to come together and participate in fun activities; “a real morale booster.”

It is clear that Sivia not only excels in her duties and daily responsibilities, but does so with great positivity. We are proud to award her the Happiness Hero Award not only because of her infectious optimism, but also for her unique ability to transform situations and people around her.

If you see Sivia in the coming weeks, please take a moment to congratulate her for this achievement. And as a reminder, in your travels around MGH, please be



Sivia Molloy, center, joined by members of the HMU Happiness Committee

mindful of Happiness Heroes all around you, as this distinction will be awarded quarterly.

Please contact Noam Shabani, PA-C at NShabani@mgh.harvard.edu for how to nominate a Happiness Hero!

News and Notes

In November, **Phillip Manners, MD**, received an Excellence in Action Award in recognition of his work with Transplant Patients on Blake 6.



The AAMC's Group on Women in Medicine and Science (GWIMS) named **Phyllis Carr, MD**, the 2016 GWIMS Individual Leadership Award Winner. Dr. Carr Received the award on November 12 at the AAMC annual meeting. The Leadership Award recognizes those who demonstrate a significant impact on the advancement of women's roles in academic medicine and science.



James Meigs, MD, was named one of 2016 Highest Cited Researchers by Thomson-Reuters. This distinction recognizes the most significant and impactful work being published. Recognized work is among the top 1% most cited works for their subject field and year of publication. This marks the third straight year Dr. Meigs has earned this distinction.



Dr. Manners receiving his Excellence in Action award from MGH President, Peter Slavin, MD

Susan Hata Named Inaugural Balint Scholar

The DGIM is thrilled to announce that Susan Hata, MD, has been named the inaugural DGIM Balint Scholar. As 2017 Balint Scholar, Dr. Hata will attend “Reflection and Resiliency” an HMS CME course directed by Dr. Karen Carlson and held in Orvieto, Italy.

Within DGIM, Dr. Hata is a primary care physician who practices at MGH Back Bay Health Center. Additionally, Dr. Hata serves at the Associate Program Director for the MGH Medicine-Pediatrics Residency Program.

The Balint Scholar Program is a new endeavor undertaken by the DGIM Faculty and Staff Career and Professional Development Office. The Program sponsors a physician’s participation in Dr. Karen Carlson’s “Reflection and Resiliency” course. The week-long course, held in Orvieto, Italy, “...aims to help medical and mental health professionals reduce stress, improve teamwork, and increase clinical effectiveness”, with the ultimate goal of equipping attendees with the knowledge and skills to implement Balint groups and/or other resiliency strategies in their own practices.

Dr. Hata is already an experienced leader of groups focusing on reflective practice and resiliency. In this capacity she has worked with both residents and preceptors. According to Dr. Hata: “I have seen a common struggle in myself,

my colleagues and my residents: we are all grappling to protect and nourish the connections with our patients that drew us to the mission of primary care.” Dr. Hata believes reflective practice to be the most powerful tool to counteract this struggle.

In this light, the knowledge and skills obtained as a Balint Scholar will buttress

the great work Dr. Hata is already doing to promote resiliency and wellness. Expanding this work to include leading Balint groups is a “natural fit” according to Dr. Hata, as well as an opportunity she looks forward to. “I consider it a privilege to be trained to lead such a group” said Dr. Hata.

Join the DGIM Balint Group

In September 2017, Dr. Karen Carlson launched the first Balint group for DGIM Clinicians. A Balint group is a group of clinicians who meet regularly and present cases to each other to discuss. The aim is a group process of exploration and for the medical participants to transform uncertainty and difficulty in the doctor-patient relationship into a greater understanding and meaning that nurtures a more therapeutic alliance between clinician and patient ([learn more](#)).

There is currently space for 1 or 2 more people in the DGIM Balint group. The group meets on the 2nd and 4th Thursdays each month from 6-7pm in Yawkey and is led by Dr. Karen Carlson and Dr. Kathleen Ulman. Regular attendance is desirable but not mandatory. Join a group of your colleagues to get new insights on those challenging cases that you take home at night. Please contact Dr. Carlson or Dr. Ulman for more information.

News and Notes

Julie Levison, MD, was a recipient of one of the inaugural pilot awards given by the Executive Committee on Community Health. The grant will contribute to her project: *A Community-Based Approach to Addressing Disparities in HIV*



Lisa Iezzoni, MD, director for the Mongan Institute Health Policy Center, has been awarded the Alan Meyers Award from the Disability Section of the American Public Health Association. Last awarded in 2011, this honor is presented to a person who has combined excellence across the areas of research, teaching and advocacy to improve the health and quality of life for people with disabilities.



Susan Edgman-Levitan, PA, executive director of the Stoeckle Center, was presented the inaugural H. Richard Nesson Award. This award was established by the Massachusetts Health Quality Partners (MHQP) to honor an individual for their commitment to MHQP’s core values of using valid and reliable measurement to capture the patient experience and integrate patients into care improvements.



Dr. Levison, center, with Joan Quinlan, vice president for Community Health and Katrina Armstrong, MD, Physician-in-Chief.



Dr. Susan Hata

In the Waiting Room



Ardeshir Hashmi
Guest Columnist

As clinicians, we think of the patient's visit as beginning when we first see them. But for the patient, the visit begins upon arrival to the office and continues in the waiting room. In this essay, guest columnist Ardeshir Hashmi, MD, Medical Director of MGH Senior Health, imagines the thoughts of an older man as he waits to see his doctor at a medical practice not specifically geared to the care of older patients. His lyrical writing makes a plaintive case for the value of geriatric medicine.—SK

Invisible in plain sight, I languish in the waiting room. Since I was here last, much has changed: the year, the president, the color of the waiting room's upholstery. But one thing hasn't

changed: my invisibility. When I turned sixty-five I was labeled "geriatric" courtesy of a traditional and arbitrary retirement age. I have many other identities not of my choosing: frail, slow, feeble. Invisible. As I have become older, I have become harder to see.

If they do notice me, the other patients appraise me through their younger eyes: a well-dressed, distinguished eighty-five year-old gentleman whom they assume possesses only one thing they wish they had more of: free time. Abundant time to sit and wait.

They do not know that I allowed four hours to prepare for this appointment. Everything takes longer now: trembling hands gingerly buttoned my shirt, struggled to knot my tie. But it was important to me to dress for a doctor's visit; relic of a bygone era.

I am anachronism personified. They would not expect the smartphone in my coat pocket. The small matter of my retirement from MIT a few decades ago no match for the cruel cutlass of subconscious bias. The same ageism on Storrow Drive this morning: Surely he shouldn't be driving? In fact, contrary to the silver stereotype, I have an impeccable driving record

The doctor will see me now! He's on schedule, so I'll get the full 15 minutes today, unless he deducts the five minutes it takes me to walk to the exam room.

He attempts to reconcile my medications. Not recognizing one of the names, I ask whether it is the oval white pill. The doctor stares deeply into his computer screen but finds no answers there.

PHQ2? Negative. Except for a decade or more of grief, one loss upon the next.

The doctor orders another acronym, a HbA1c. It's a "quality measure." Perhaps the quality of my ability to hear or remember his instructions should be measured as well. I hesitantly ask about the HbA1c target for my age per the ACCORD clinical trial I investigated on the Internet. Without answering, he glances furtively at his watch and so I crumple my list of other concerns; the embarrassing urinary incontinence discussion suppressed yet again.

From here I'll go to my cardiology appointment, which entails facing the multi-headed Hydra of a completely different building, winter's chill, and the vagaries of my unstable gait. If only all services for all of us invisible patients were located under one roof.

If only, even for fifteen minutes, we could be seen.



Would you like to share a story from your DGIM experience here, or have a private consultation about a manuscript or about writing in general? Contact me at skoven@mgh.harvard.edu

MGH DIVISION OF GENERAL INTERNAL MEDICINE



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Santa's Helpers

MGH Revere HealthCare Center staff, from left, Grace Schierberl, Jane Lee, both parent educators in the Parents as Teachers program, and intern Shaneece Lane, help ready gifts for distribution as part of the center's annual toy drive. All of the gifts benefit MGH Revere patients and are donated by staff from MGH Revere, the Division of General Internal Medicine and the MGPO. This year they collected gifts for 450 children.

