Transforming Teaching Clinics:
The road to excellence for primary care resident practices

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The Problem

Faculty physicians and residents often spend only 1 – 2 half-days in teaching clinic

Leads to challenges with:
• Continuity
• Access
• Team based care

Vicious Cycle Decreases PC Entry

Poor student modeling
Frustrated staff
Chaotic teaching environments
Frustrated learners
Frustrated teachers
Primary Care Transformation

Observations from 23 Teaching Practices Across the US

23 primary care family medicine, internal medicine, and pediatric residency practices

Study Design & Methods

Data was collected using a structured site visit guide and semi-structured interviews with clinic leadership and staff

Site visit reports were coded and analyzed independently through an iterative process

the research team collaborated to identify themes

Building Blocks of High-Performing Primary Care with a Teaching Mission Base

**Clinic First**: 6 Actions to Transform Primary Care Residency Training

1. **Consistent resident schedules**
   - 2-week mini-block schedule separates inpatient and outpatient.
   - Not away from clinic more than 2 weeks
   - Continuity from patient perspective with team increased to 80% (almost always with one of two providers)

2. **Core clinical faculty**
   - Decreased from 40 to 11 members
   - Each with 6 clinical and 2 teaching/week
   - Clinic is center of their professional lives

3. **Robust Clinic Teams**
   - Work consistently with same RN and MA
   - Co-located team space

4. **Build cohesive clinic teams**
5. **Increase resident clinic time**
6. **Engage residents as co-leaders of transformation**

**Baystate-Tufts Internal Medicine Residency:**

**Group Health Cooperative Family Medicine Residency, Washington**

4. **Operational Excellence**
   - High clinical quality, patient access and satisfaction targets that often surpass non-residency practices

5. **Increase clinic time**
   - **Longitudinal schedule**: one week inpatient and outpatient interns spend 50% time in clinic and have 500 patient panel
   - Overall clinic time increased to 30% of total training time

6. **Engage residents as drivers of Transformation**
   - Resident leadership of Practice Improvement Committee

**Conclusions**

- Despite challenges, Bright Spot teaching practices have successfully merge excellent patient care with inspiring resident education

- **The Clinic First** approach includes:
  - Consistent resident schedules
  - Core clinical faculty
  - Robust care teams
  - Operational excellence
  - Increase time in clinic
  - Engage residents as drivers of transformation

- Further expansion of the **Clinic First** model will require ongoing GME support and investment in primary care
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Results: Stages of progress

Traditional teaching clinics:
Have not implemented the fundamental features of that Building Block

Early Redesign clinics:
Making efforts to redesign towards the Building Block

Transforming clinics:
Great strides towards implementing the Building Block

List of Practices
- Baystate-Tufts Internal Medicine Residency
- Brigham and Women’s Hospital Internal Medicine Residency, South Huntington
- Crozer Keystone Family Medicine Residency, Center for Family Health
- Family Medicine Residency of Idaho
- Greater Lawrence Family Medicine Residency
- Group Health Cooperative Family Medicine Residency
- Harlem Residency in Family Medicine, Institute for Family Health
- Massachusetts General Hospital Internal Medicine Residency Program
- Northwestern Family Medicine Residency Program at Erie Family Health Center
- Tufts University Family Medicine Residency Program, Cambridge Health Alliance
- UCSF Internal Medicine Residency at San Francisco General Hospital (SFGH)
- UCSF Internal Medicine Residency Veterans Administration Medical Center
- University of Colorado Family Medicine Residency
- University of Colorado Pediatrics Residency
- University of Cincinnati Internal Medicine Residency
- University of Kansas Family Medicine Residency
- University of North Carolina Family Medicine Residency
- University of North Carolina Internal Medicine Residency
- University of Rochester Family Medicine Residency
- University of Rochester Pediatrics Residency
- University of Utah Family Medicine Residency
- Virginia Tech Carilion Family Medicine Residency
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