

Wins and Misses

General Pediatrics – February 2023

Wins

- Now have 4 academic NCMG sites with the addition of NuLu clinic – 500+ new refugee intakes in 2022, up from approx. 300 in 2021
- Many integrated services across the 4 sites
 - Breastfeeding medicine at Germantown (Langford)
 - Adolescent Specialist with Eating Disorder clinic ½ day a week (Novak, Dr. Badal)
 - Integrated Pediatric Psychiatry (Dr. Goldstein, 2 sites Novak and Stonestreet)
 - Integrated Pediatric Psychology (Brittiney Washington at Nulu)
 - Integrated Behavioral Health via 7 Counties Services (Susan Hewitt, 2 sites Novak and Stonestreet)
 - Community Health Worker Services (for Novak just starting, but Nulu 2022)
 - Pediatric Refugee Care (Dr. Bichir at Nulu)
 - Integrated Social Work (Angela Johnson at Novak)
 - DLK (Doctors and Lawyers for Kids) partnership: based in Novak
 - Complex Care Management / Case Coordination: all 4 Academic clinics provide this service.
 - Medical home for children in Spinal Cord Injury Recovery program (Dr. Thompson, Novak)
 - 2 Faculty (Kinney and Felton) joining Dr. Montgomery in Solutions for Patient Safety

Misses

- Clinical efficiency at some of the offices is affecting patient experience and resident learning experience.
 - Chronically short-staffed, leading to inefficiency with rooming and vaccine administration

Interventions

- Implemented a Resident Experience Committee to actively seek out resident feedback about their education in clinic and have made several changes and interventions to address these.
 - Thus far able to change resident visits to 30 minutes from 20 minutes, allowing for more bedside teaching
 - Advocating for optimized staffing on the Norton side for residents as providers