

Family Medicine Residency Program at UPMC Williamsport

Quality Improvement and Patient Safety

Quality Improvement

“Quality is never an accident; It is always the result of high intention, sincere effort, intelligent direction, and skillful execution. It represents the wise choice of many alternatives.” William A. Foster

Family Medicine Residency Program at UPMC Williamsport: Mission

To develop highly competent and compassionate family physicians by providing an exceptional learning environment governed by collegial dialogue and academic exchange that promotes an atmosphere of professionalism and life-long learning to serve the health needs of our community and region.

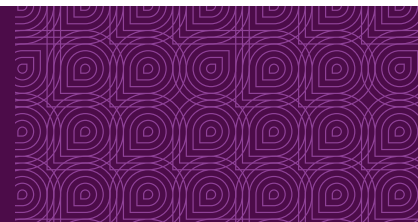
Family Medicine Residency Program at UPMC Williamsport: AIMS

- Develop highly competent and compassionate family physicians from diverse backgrounds who can provide care to patients in a variety of clinical settings (full spectrum with/without obstetrics, outpatient, hospitalist, as well as international and underserved).
- Create and supply a robust primary care network of family physicians to serve the health needs of our community and region.
- Build a support working and learning environment that helps physicians grow as role models for professionalism, caring, and compassion.
- Foster a culture that centers on the well-being of the individuals and their families in our clinical and academic community.
- Deliver outstanding patient safety, high quality, cost-effective care through residency training.

Quality Improvement and Patient Safety Curriculum Goals

Quality improvement and patient safety principles are integrated into all the Family Medicine Residency curriculums with increased focus found in the Community Medicine, Scholarly Activity, and Practice Management curriculums. A few examples include:

- Provide patient care in a compassionate, appropriate, and effective way for the treatment of health problems and promotion of health
- Explain how socio-economic, cultural, and family dynamics can influence the health of an individual and the overall health of a community
- Develop skill to analyze reports related to individual and practice related productivity, financial performance, and clinical quality.
- Learn to address population health including the evaluation of health problems of the community.
- Exhibit skills in locating resources, analyzing research, obtaining information about diagnostic and treatment effectiveness, and applying evidence from pertinent clinical studies to one's patient panel
- Establish a foundation of lifelong learning while actively contributing to the field of evidence-based medicine
- Become knowledgeable about quality improvement, patient safety, coordination of care with a health system, and population health.



Quality Improvement and Patient Safety Curriculum Overview

All years of residency training:

- Participate in a didactic series focused on healthcare disparities, transitions of care, patient safety, and healthcare quality.
- Participation as team members in root cause analysis and the Peer Review Committee as situations arise in real-time clinical activities.
- Utilization of patient safety and quality measures as evidenced in the electronic health record in the outpatient and inpatient settings.
- Review of data regarding patient population quality metrics and benchmarks.
- Participate in safe transitions of care utilizing the iPass method of care transitions in the inpatient setting.
- Involvement in monthly quality improvement group activities where residents and faculty design quality improvement projects using fishbone diagrams and PDSA cycles. Examples include:
 - > IMPLICIT/Interconception Care
 - > Chronic Pain/MOUD Protocols
 - > EpicCare Templates; Faculty Supervisor
 - > Noonday/Morning Report Resuscitation
- Participate in the dissemination of quality improvement and patient safety information whether locally, regionally, or national as the situation arises.
- Participate in ABFM requirements for Knowledge Self-Assessment and PPM module completion.
- Attend quarterly FMRC business meetings with staff and faculty members to discuss practice-related policies and procedures, business and service goals, practice efficiency and quality, and review patient safety data.

PGY 1

- During the Community Medicine rotation, residents will visit local resources that address healthcare disparities and social determinants of health within our patient population.
- Residents perform a project where they learn about community resources and disseminate this information throughout the residency.
- Training in patient safety including the responsibility to report patient safety events and near misses through the health systems reporting method, Riskmaster.

PGY 2

- Prepare and present a Morbidity and Mortality Improvement Conference in confidential peer review setting where residents utilize principles of quality improvement and patient safety to perform an in-depth analysis of a patient case using the six core ACGME competencies, fishbone diagrams, and develop a plan for improvement.

PGY 3

- Practice management rotation where residents formally meet with the family medicine office population health coordinator to polish skills in utilizing patient panels to update specific disease registries and Care Gaps.
- Prepare the Clinical Pathology Conference (Visiting Professor Presentation) which is a case presentation presented to the regional medical staff.
- Participate as a team member with a patient safety investigation within the health system with the Director of Patient Safety.
- Attend two meetings from the following UPMC Williamsport hospital committees: The Patient Event Committee, SHMG Quality and Safety Committee, or CQI Meeting.

Family Medicine Residency Program at UPMC Williamsport: Scholarly Activity

Publications

- Keenan, W. Unpleasant Foot Odor and Skin Changes. *AFP* 2019;99(10):651-652. PMID: 31083884.

Conference Presentations (abstracts, posters, and presentations)

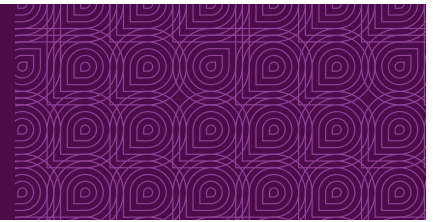
- Glagola, C & B Keenan. *Dermoscopy Workshop*. Workshop presentation at the PAFP Summer CME Conference in Dewey Beach, DE, June 2023.
- Boll, JN. Bites and *Envenomations – Part 1 and Part 2*. Two-part presentation at the PAFP Summer CME Conference in Dewey Beach, DE, June 2023.
- Ana Amaral do Carvalho, Bradley Holden, and Brian Kaderli. *Transforming Primary Care-Empowering Rural Family Medicine Residents to Provide Gender-Affirming Care*. Poster presented at the WONCA Conference, Brussels, Belgium, June 7, 2023.
- Heilmann, T. *Resident Patient Panels and Reassignments: How One Program Meets the new ACGME Requirements*. Poster presentation at UPMC Family Medicine Scholarship Day. Altoona, PA, May 2023.
- Smith, Jessica, Jenna Farquhar, Kristen Bernas, Di Tran, Beth Anderson, Adwoa Boahene, Lauren Cooper, Dana Kirschner and Brian Kaderli. *Avoiding Two Under 2- Our Approach to Promoting Optimal Interpregnancy Intervals*. Poster presentation at UPMC Family Medicine Scholarship Day. Altoona, PA, May 2023.
- Alligood, NR, A McQuillen, A Huggler, & J Seiferth. *Implementation of Robotic Surgery in a Rural Setting: Impact on Need for Assistant Surgeon and Route of Hysterectomy*. Poster presentation at the Annual National Rural Health Association Conference in San Diego, CA, May 2023.
- Smith, Jessica, Jenna Farquhar, Kristen Bernas, Di Tran, Beth Anderson, Adwoa Boahene, Lauren Cooper, Dana Kirschner and Brian Kaderli. *Avoiding Two Under 2- Our Approach to Promoting Optimal Interpregnancy Intervals*. Poster presented at the STFM Spring Conference, Tampa, FL, April 2023.
- Kirschner, D. *Adjustments to FM Residency Obstetrics Training: L&D Exposure, Midwife Collaboration, Prenatal Care-Only Faculty Option*. AAFP Resident Leadership Summit, Innovations Showcase, Kansas City, MO, March 2023.
- Boll, JN. *Making Connections with Your Rural Program Through Scholarship*. RTT Collaborative Virtual Scholarly Intensive, Asynchronous Virtual Conference, February 17, 2023.
- Kaderli, Brian, and Tse, Enoch. "Preventative Care and Cancer Screening (USPSTF)." *YouTube*, uploaded by The Black Bag, February 2023, https://www.youtube.com/watch?v=r4-NoT4Y5UA&ab_channel=TheBlackBag.
- Anderson, E, Boahene, A. *Dyad Scheduling to Improve Postpartum Visit Attendance*. FMEC 2022 Annual Meeting, Arlington, VA. 60-minute Seminar. September 2022.
- Morgan, C, Anderson, E, Boahene, A, Kirschner, D, *4th Trimester Care: Are We Improving Maternal Health Care?* FMEC 2022 Annual Meeting, Arlington, VA. Poster Session—1st Place Award. September 2022.
- Heilmann, T. A "Smart" Grid to Prompt and Document Health Maintenance Discussions and Decisions. Poster presentation at the Epic UGM Annual Meeting, August 2022.
- Kirschner, D. Presenter. *UPMC Williamsport Family Medicine Residency/OB and Midwifery Collaboration*. STFM, Indianapolis, IN, May 2022.
- Ciccotelli, C. Pennsylvania Rural Primary Care Recruitment Summit, Resident Panelist, April 2022.
- Anderson, B. *4th Trimester Care Innovations: Implementation Strategies of the IMPLICIT Network Model*. Presentation at Family Medicine Education Consortium, Pittsburgh, PA, 2021.
- Kruse, T, J Boll, & T Heilmann. *Introduction of a Telehealth Protocol in an Academic Setting*. UPMC 3rd Annual GME Quality and Safety Symposium. April 2021.
- Anderson, E. Lifestyle Medicine and Nutrition. Presentation at the Annual PAFP Conference, November 2020.



- Schifferli, J. *Obesity is a Disease*. Presentation at the Annual PAFP Conference, November 2020.
- Rickard, R. C Glagola, Z Speakman, C Tuller, & E Anderson. *Improving Breastfeeding Success by Timely Follow-up: A Quality Improvement Project*. Poster Presentation at Family Medicine Education Consortium, Virtual Meeting, 2020.
- Speakman, Z, D Kirschner, and J Boll. *Standardizing Induction of Labor Practices and the Impact on Cost: A Quality Improvement Project*. Poster presentation at Family Medicine Education Consortium, Virtual Meeting, 2020.
- Debo, A. & E Anderson. *LARC Implementation Prior to Postpartum Discharge*. Poster presentation at Family Medicine Education Consortium Poster presentation, Lancaster, PA, 2019.
- Heilmann, T. *Can Application Data Predict Family Medicine Resident Performance and Potential?* Family Medicine Education Consortium Poster presentation, Lancaster, PA, 2019.
- Reich, J. & J Boll. *Health Beliefs and cancer screening practices among the Amish, Plain Mennonite, and Anabaptist communities of central Pennsylvania*. Family Medicine Education Consortium Poster Presentation, Lancaster, PA, 2019.
- Debo, A. & E Anderson. *LARC Implementation Prior to Postpartum Discharge*. Poster presentation at the UPMC Family Medicine Scholarship Day, May 2019.
- Schwab, D. & C. Worstall. *Evaluating the Efficacy of an Educational Symposium to Address Health Care Disparities Among the LGBTQ Population*. Poster presentation at the UPMC Family Medicine Scholarship Day, May 2019.
- Heilmann, T. *Can Application Data Predict Family Medicine Resident Performance and Potential?* Poster presentation at the UPMC Family Medicine Scholarship Day, May 2019.
- Speakman, Z. & D. Schwab. *Reducing the Cost of Induction of Labor*. Poster presentation at the UPMC Family Medicine Scholarship Day, May 2019.
- Marshall, D., J. Boll, & L. Pham. *Population Health Management of Opioids for Chronic, Non-Malignant Pain*. Podium presentation at the UPMC Family Medicine Scholarship Day, May 2019.

Other Presentations (grand rounds, invited professorships)

- Morgan, C. *Hair Loss: The Mane Attraction*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, May 2023.
- Dadvivas, A. *Pregnancy and Opiate Use Disorder: Breaking the Stigma and Providing Treatment*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, May 2023.
- Cooper, J. *Acne Vulgaris Management and Care*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, March 2023.
- Dearing, J. *Breast Cancer in Primary Care*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, March 2023.
- Barber, T. *POCUS in Primary Care*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, March 2023.
- Schuler, D. *Burnout in Medicine*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, March 2023.
- Velez, H. *LGBT Healthcare*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, January 2023.
- Rickard, R. *Should I pump and dump? How to support the breastfeeding mother*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, May 2022.
- Heilmann, T. *Does Residency Application Data Correlate with Eventual Resident Performance? A statistical analysis of application data from four Match Seasons*. UPMC Family Medicine Scholarship Day, Altoona, Pennsylvania, May 2022.
- Heilmann, T. *Creation of a “Smart” Grid to Prompt and Document Health Maintenance Decisions*. UPMC Family Medicine Scholarship Day, Altoona, Pennsylvania, May 2022.
- Tse, E. *Lost in Translation – Medical Interpreting*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, May 2022.
- Gorski, N. *Patient-Centered Care*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, May 2022.
- Fladmark, O. *Thyroid Disease in Pregnancy*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, May 2022.
- Harvey, M. *Motion Sickness*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, April 2022.



- Klucka, G. *The Febrile Infant*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, April 2022.
- Boll, J. *Pain Points: Implicit Bias and Chronic Pain Management*, Symposium for Providing Patient-Centered Care Across the Pain Spectrum, Meritus Health, Hagerstown, Maryland, April 2022.
- Boll, J. *Putting it Together: Case Studies in acute and chronic pain management*. Symposium for Providing Patient-Centered Care Across the Pain Spectrum, Meritus Health, Hagerstown, Maryland, April 2022.
- Boll, J. *Caring for the Patient using Cannabis*, Symposium for Providing Patient-Centered Care Across the Pain Spectrum, Meritus Health, Hagerstown, Maryland, April 2022.
- Tuller, C. *Daydreaming: The Diagnosis and Management of Narcolepsy*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, April 2022.
- Boll, J. *Why rural medicine?* University of Pittsburgh, Rural Medicine Interest Group, Pittsburgh, Pennsylvania, April 2022.
- Heilmann, T. *Bayesian Analysis in Clinical Care: What Does it Matter?* UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, March 2022.
- Kirschner, D. Presenter. *UPMC Williamsport Family Medicine Residency/OB and Midwifery Collaboration*. The Black Bag. <https://youtu.be/C-2pXj4-Kng>, March 2022.
- Schifferli, J. *Intermittent Fasting for Metabolic Disease Reversal*. UPMC Susquehanna Visiting Professor Series, Williamsport, PA, January 2022.
- Boll, J. *Caring for the patient Using Cannabis*. UPMC Susquehanna Visiting Professor Series, Williamsport, Pennsylvania, August 2021.
- Kaderli, B, J Verzella, C Glagola, and O Fladmark. *How to deliver a breech baby*, video submitted and accepted for publication by AFP, <https://youtu.be/45cDt8QIXi0>, April 2021
- Keenan, W. *Disorders of Hair, Pigmentation, and Scarring in People of Color*. UPMC Susquehanna Visiting Professor Series, May 2021.
- Barrett, J. *Chronic Pelvic Pain in Women*. UPMC Susquehanna Visiting Professor Series, May 2021.
- Speakman, Z. *A Nervous New Mom: When Nerves are Not the Problem*. UPMC Susquehanna Visiting Professor Series, April 2021.
- Piras, C. *Diabetes 1 ½: We don't know the ½ of it*. UPMC Susquehanna Visiting Professor Series, April 2021.
- Kruse, T. *This Back Pain is Killing Me: Prevention and Treatment of Chronic Pain With and Without Opioids*. UPMC Susquehanna Visiting Professor Series, March 2021.
- Lazar, K. *A Chronicle of Congenital Heart Disease*. UPMC Susquehanna Visiting Professor Series, March 2021.
- Glagola, C. *Dermoscopy: Shedding Light on a Useful Tool for Primary Care Providers*. UPMC Susquehanna Visiting Professor Series, March 2021.
- Bazydlo, K. *An Interesting Case of Acute Altered Mentation*. UPMC Susquehanna Visiting Professor Series, March 2021.
- Keenan, W. *Dermatology Update 2021*. UPMC Susquehanna Visiting Professor Series, January 2021.
- Klucka, G. *Pediatric Board Review*. PCOM COMLEX Board Review Virtual Lecture, November 2020.
- Klucka, G. *Pediatric Upper Airway Diseases*. Susquehanna Regional EMS CME, October 2020.
- Boll, J. *Health Disparities: Social Determinants of Health...Am I a Racist?* UPMC Susquehanna Visiting Professor Series, October 2020
- Parsons, J. *Lessons from the Mission Field: The Role of Innovation in Resource Limited Settings*. UPMC Susquehanna Visiting Professor Series, June 2020.
- Lombard, F. *Blindsided by Teenage Headaches*. UPMC Susquehanna Visiting Professor Series, May 2020.
- McMurry, S. *Skin Infections: Something to Abscess Over?* UPMC Susquehanna Visiting Professor Series, May 2020.
- Marshall, D. *A Tough Pill to Swallow*. UPMC Susquehanna Visiting Professor Series, April 2020.
- Boll, J. *Long-Term Care of Patients with Opioid Related Medical Complications*. Safety Summit for Senior Communities, Williamsport, PA, April 2020. Invited and scheduled, however canceled secondary to the COVID19 Pandemic.
- Hogan, T. *Thiamine Deficiency: A Common Presentation of an Uncommon Problem*. UPMC Susquehanna Visiting Professor Series, May 2020.



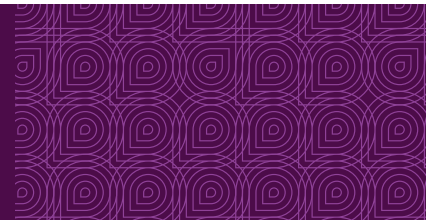
- Sommerfeld, L. *Complex Regional Pain Syndrome: A Case Review*. Susquehanna Visiting Professor Series, April 2020.
- Polisano, A. *Not Your Average Pneumonia: Diagnosis, Treatment, and Prevention of Pneumocystis Jirovecii*. UPMC Susquehanna Visiting Professor Series, May 2020.
- Anderson, E. *What You Should Eat! Lifestyle Management and Nutrition*, UPMC Susquehanna Visiting Professor Series, April 2020.
- Keenan, W. *Dermatology Update 2020*. UPMC Susquehanna Visiting Professor Series, January 2020.
- Kirschner, D. OMT Table Trainer, Lumbar Spine and Sacrum. Training provided during ACOFP Intensive Update & Board Review, Chicago, IL. August 23-24, 2019.
- Kirschner, D. *Getting Ready for Baby: Obstetrics Review*. ACOFP Intensive Update & Board Review, August 2019.
- Keenan, W. *Hidradenitis Suppurativa – Recognition, Management and Co-Morbidities*. Pennsylvania Academy of Family Physicians Annual Dermatology and Outdoor Medicine Conference, August 2019.
- Keenan, W. *What's New in Dermatology 2019*. Keynote Address at Pennsylvania Academy of Family Physicians Annual Dermatology and Outdoor Medicine Conference, August 2019.
- Rogers, M. *Shingrix: The New Kid on the Block*. UPMC Susquehanna Visiting Professor Series, May 2019
- Schifferli, J. *Obesity Pharmacotherapy*. UPMC Susquehanna Visiting Professor Series, May 2019
- Conner, D. *"I'm Feeling a Little Itchy": An Unusual Presentation of Juvenile Idiopathic Arthritis*. UPMC Susquehanna Visiting Professor Series, May 2019
- Klucka, G. *Osteopathic Manipulation Therapy*. UPMC Susquehanna Visiting Professor Series, April 2019
- Debo, A. *Not Just Growing Pains. Evaluation of Back Pain in the Adolescent Population*. UPMC Susquehanna Visiting Professor Series, March 2019
- Hassen, R. *Sick of being Sicc and Tired*. UPMC Susquehanna Visiting Professor Series, March 2019
- Allen, R. *Not your mother's lupus: An interesting case presentation of a common lupus-associated condition*. UPMC Susquehanna Visiting Professor Series, March 2019
- Parrish, T. *You've Got Nodes*. UPMC Susquehanna Visiting Professor Series, February 2019
- Martin, G. *Compression Stockings won't be enough this time. An unusual clinical case and social determinants of health*. UPMC Susquehanna Visiting Professor Series, February 2019
- Keenan, W. *Derm Literature Findings Applicable to Primary Care*, UPMC Susquehanna Visiting Professor Series, January 2019
- Boll, JN. *Management of Chronic Opioid Therapy in the Critical Care Setting*. Presented at the UPMC Susquehanna Critical Care Symposium, September 2018

Chapters or Textbooks

- Boll, J and R Glick. "Chronic Pain Management." *Currents in Family Medicine*. Ed 5, McGraw Hill, 2020

Grants

- Boll, J. Rural Residency Planning and Development Program Grant. Health Resources and Services Administration, 2021 – 2024.
- Schifferli, J & E Anderson. Clinical Transformation 2021: The Beckwith Institution – Grant application for Lifestyle Medicine Residency Curriculum, March 2021
- Krueger, S & B Kaderli. Point of Care Ultrasound Grant, 2021
- Boll, J & T Guillaume. Laurel Health Foundation & Susquehanna Health Foundation Grant for Rural Training Track Development, 2021
- Reich, JC, J Boll, & C Lenhart. *Health Beliefs and Cancer Screening Among Anabaptists of Central Pennsylvania*. Rural PREP Micro Research Grant.



Committees or Governing Boards in National Medical Organizations

- Anderson, E. Lycoming County Medical Society, Board Member and Treasurer
- Boahene, A. Lycoming County Medical Society, Board Member
- Boll, J. River Valley Health and Dental Center, Board Chair, 2018 – 2020.
- Ciccotelli, C. AAFP Board Of Directors, 2021 – 2022.
- Ciccotelli, C. PAFP Government and Practice Advocacy Committee, 2022 – 2023.
- Ciccotelli, C. Lycoming County Medical Society, Board Member, 2022 – 2024.
- Dearing, J. Lycoming County Medical Society, Board Member
- Heilmann, T. Lycoming County Medical Society, Board Member
- Heilmann, T. American Medical Group Association, Chair, CIO/CMIO Leadership Council
- Heilmann, T. Pennsylvania eHealth Advisory Board
- Klucka, G. Peer Review, JAOA.
- Rogers, M. PAFP Board of Directors, Board Member and Member of Subcommittee for Governance and Leadership Committee
- Rogers, M. Lycoming County Medical Society, Board Member

Responsibility in seminars, conferences, and course coordination

- Boll, J & B Miller. *Providing Patient-Centered Care Across the Pain Spectrum*. Symposium at Meritus Medical Center, Hagerstown, MD, April 2022.
- Kaderli, B. Point of Care Ultrasound Course Coordination, 2021 to present
- Boll, J. *Providing Hope with Chronic, Non-Malignant Pain*, Symposium at Lewistown Family Medicine Residency, 2021, 2022, and 2023.
- Keenan, B. & C. Glagola. Williamsport Family Medicine Residency Dermatology Course Coordination
- Knarr, N. Williamsport Family Medicine Residency Community Medicine Course Coordination, 2018 to present.
- Schifferli, J, A Boahene, & T Heilmann. Advanced Life Support in Obstetrics Course Coordination in Williamsport, PA, Annual Course for 1st Year Residents.
- Verzella, J, J Schifferli, & D Kirshner. Williamsport Family Medicine Residency Prenatal Protocols Revision, .

Quality Improvement Projects

QI Noonday Groups

- **Williamsport Family Medicine Residency EpicCare Templates** – Faculty – L. Pham, T. Heilmann, J. Verzella, E. Tse, and G. Klucka; Residents – J. Seiferth, J. Smith, M. Hill, T. Gignac, J. Farquhar
- **IMPLICIT/Interconception Care/4th Trimester Care** – Faculty – B. Anderson, D. Kirshner, and Adwoa Boahene, Residents - C. Morgan, J. Cooper, L. Cooper, C. Ciccotelli, E. Tupper, K. Berna, D. Tran
 - > LARC Implementation prior to PP Discharge
 - > Fourth Trimester Care Pilot
- **Chronic Pain/MOUD** – Faculty – J. Boll; Residents – D. Schuler, J Dearing, T. Barber, A. Dadvivas, M. Seiferth, K. Machuca, J. Mazuk, C Ciccotelli, P Wang
 - > Developed office protocols for medications for OUD
 - > Update of Controlled Substance Agreements and Office Visits
 - > Initiation of SBIRT in the outpatient Family Medicine Residency Clinic
 - > Naloxone Co-Prescribing for patients at risk in the outpatient Family Medicine Residency Clinic
 - > Screening for Social Determinants of Health
- **Noonday/Morning Report Resuscitation** – Faculty – B. Kaderli & A. Boahene; Residents – J. Smith, M. Seiferth, J. Dearing
 - > Focused on improving the noonday and morning report education with pre/post data regarding resident educational endeavors

De Novo QI Projects

- Faculty Development in a Rural Family Medicine Residency – J. Boll, R. Rickard, and D. Glunk
- Improving Breastfeeding Success by Timely Follow Up - Rickard, R. C Glagola, Z Speakman, C Tuller, & E Anderson
- Cost of Labor Induction – Z. Speakman, D. Kirschner, and J. Boll
- UPMC Susquehanna COVID-19 Osteopathic Manipulative Treatment (OMT) Protocol – J. Barrett, G. Klucka, and A Mccallister.
- Prenatal Protocol Development – D. Kirschner, J. Verzella, and J. Schifferli

Departmental QI Projects

- Office screening for Social Determinants of Health - Involved the whole FM residency department
- Office visits and Controlled Substance Agreements Up to Date in Patient Care – Involved the whole FM residency department
- Dermatology Tracking System for Labs and Pathology Specimens – B Keenan
- Updating Pediatric Well Child Visits – Involved the whole FM residency department
- Calculating BMI for patients in our office practice – Involved the whole FM residency department
- METRIC QI Project for Hypertension – Faculty Mentor – Tim Heilmann
- Initiation of Telehealth Visits during COVID-19 Pandemic – Faculty Mentor – T. Heilmann, J. Verzella, and J. Boll. Resident – T. Kruse

UPMC in north central Pa. QI Projects

- SHMG Specialist Communication with PCP/Referring Provider – T. Heilmann
- SHMG Primary Care Office Re-recognition as PCMH – T. Heilmann, Project Director