



FAMILY MEDICINE RESIDENCY
OF IDAHO



**Committed to excellence in
medical education and patient care**



We Educate to Serve and We Serve to Educate

Annual Report FY11



FAMILY MEDICINE RESIDENCY
OF IDAHO

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Ted Epperly, MD
Program Director and CEO

Dear Friends,

As you may have noticed on the cover of this year's Annual Report, we have a new slogan, We Educate to Serve and We Serve to Educate. The meaning of those words is not new; it's been at the heart of FMRI from its inception. The Residency has survived and thrived for 35 years in part because everyone who works here, along with the greater community that supports us, understands the interconnectedness between resident education and patient care.

With the 2011 addition of an 8,000 sq. ft. patient centered medical home that provides a Wellness Center, and specialized care to patients with HIV/AIDS and to refugees, we are better able to give high quality, personalized care to our patients and excellent, well-rounded training and education to our residents. By the acquisition of two major federal grants, we have been able to grow our two rural training tracks and core program here in Boise.

For this 2010-11 Annual Report, we decided to look inside our own FMRI "home." We asked our FMRI family members to tell us about working here. We asked them why they chose to come here, what they enjoy about our workplace, and what they'd like to see in the FMRI of 2015, among other questions.

Their answers exemplified what we have strived to create here at FMRI, a supportive, nurturing atmosphere where personal growth occurs. Kim Fox, Scheduling Coordinator, echoes the sentiments of many FMRI folks, "I like the way everyone cares about each other! It feels so much like a family, a growing family!"

I hope you find their stories and insights interesting and informative.

Sincerely yours,



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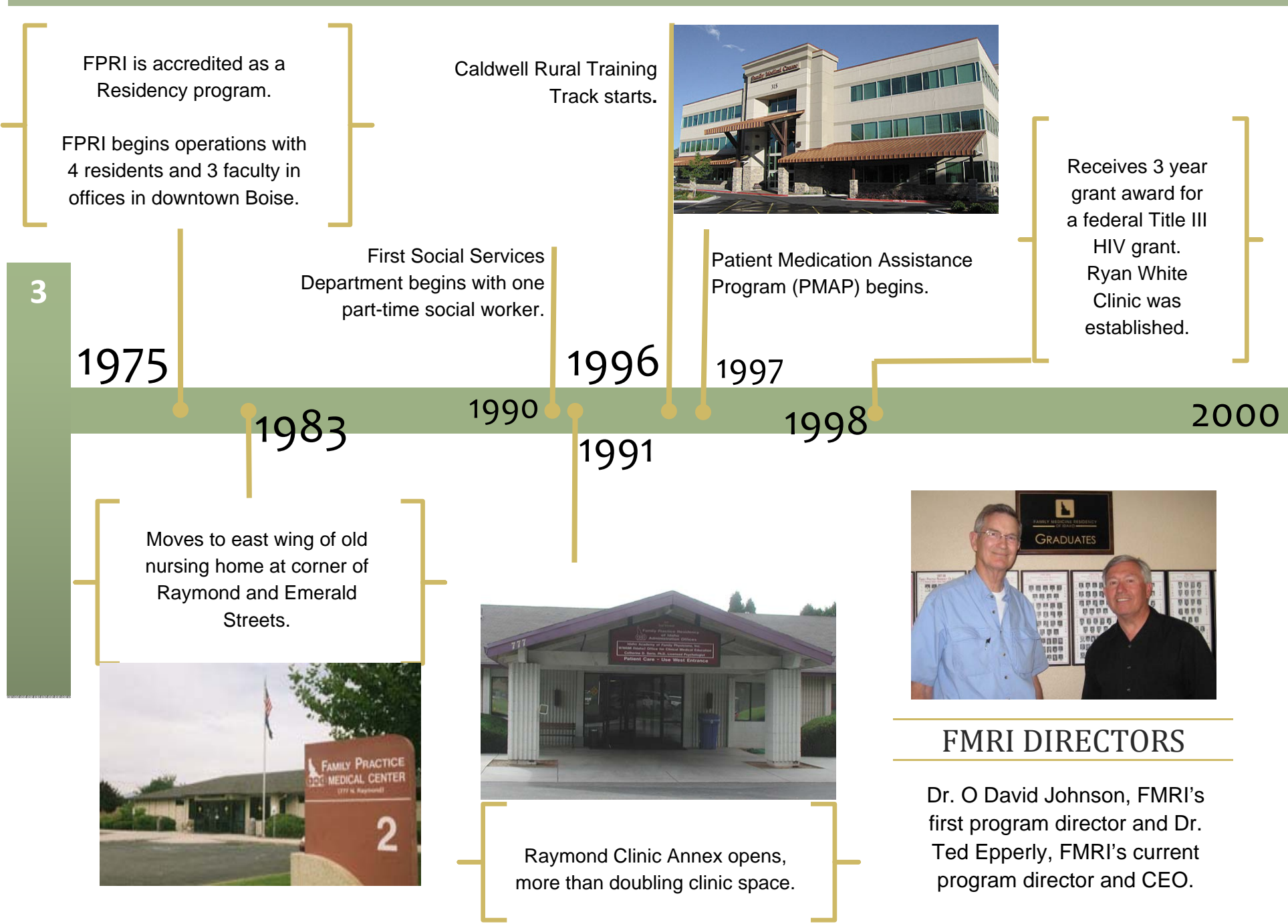
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Board Member



FMRI DIRECTORS

Dr. O David Johnson, FMRI's first program director and Dr. Ted Epperly, FMRI's current program director and CEO.

First class (1975) of four to current intern class of 16 - 400% growth in 35 years.



Fort Street Clinic provides specialized care in pediatrics and obstetrics.

2001



Meridian clinic opens with 4 exam rooms and 1 procedure room. Emerald clinic opens with family medicine clinics, Wellness Center, and Refugee screening.



Is awarded two Primary Residency Expansion grants.

Is designated as a HRSA funded Teaching Health Center.

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Physician Exchange Program kicks off - faculty trade places with rural docs.

FPRI becomes FMRI.
Implementation of Electronic Medical Records.
Primary Care Psychiatry: Innovations for Training Rural Family Physicians.

Designated as a Federally Qualified Health Center Look-Alike.

Group OB Care model is introduced.

Set sights for next 36 years of excellence in medical education and patient care to include becoming a Patient Centered Medical Home (PCMH)

Reach-Out-And-Read program.

Resident Rocking Chair Project.



Garden City Clinic opens.

Magic Valley Rural Training Track starts.





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The Family Medicine Residency of Idaho (FMRI), Boise, Idaho is one of 11 new national Teaching Health Centers, as designated by the U.S. Department of Health Resources and Services Administration (HRSA). The Teaching Health Center concept is one in which a Family Medicine residency and a community health center co-exist to maximize the education of Family Medicine residents and the provision of high quality, low cost care to patients. Teaching Health Centers receive Grants made available under the Affordable Care Act and are designed to train more primary care physicians. FMRI will use its 5-year grant to add three new family residents per year to the program.

Dr. Ted Epperly said, "I'm delighted that we were selected to be one of the first federally designated Teaching Health Centers in the country. FMRI has the reputation for leading the way in development of innovative programs to train Family Medicine physicians committed to practice in rural communities

or with underserved populations."

The Teaching Health Center designation brings with it the ability to count as much as 50 percent of time spent teaching by National Health Service Corps members. Previously, Corps members could only teach 20 percent, making it difficult to attract National Health Service Corps members to residency programs to help train the residents.

Epperly said, "The increased teaching allowance for Corps members is significant for us. We have two faculty Corps members who can be freed up to do more teaching with this new requirement."



2011 Teaching Health Centers

Organization	City	State
Community Health of Central Washington	Yakima	WA
Community Health Systems	Beckley	WV
Family Medicine Residency of Idaho	Boise	ID
Greater Lawrence Family Health Center	Lawrence	MA
Institute for Family Health	New York	NY
Lone Star Community Health Center	Conroe	TX
Montana Family Medicine Residency	Billings	MT
Northwestern McGaw Erie Family Health Center	Chicago	IL
Penobscot Community Health Center	Bangor	ME
Valley Consortium for Medical Education	Modesto	CA
Wright Center for Graduate Medical Education	Scranton	PA

There are 29 female residents and 12 male residents currently training at FMRI.

GRADUATES PRACTICING IN IDAHO

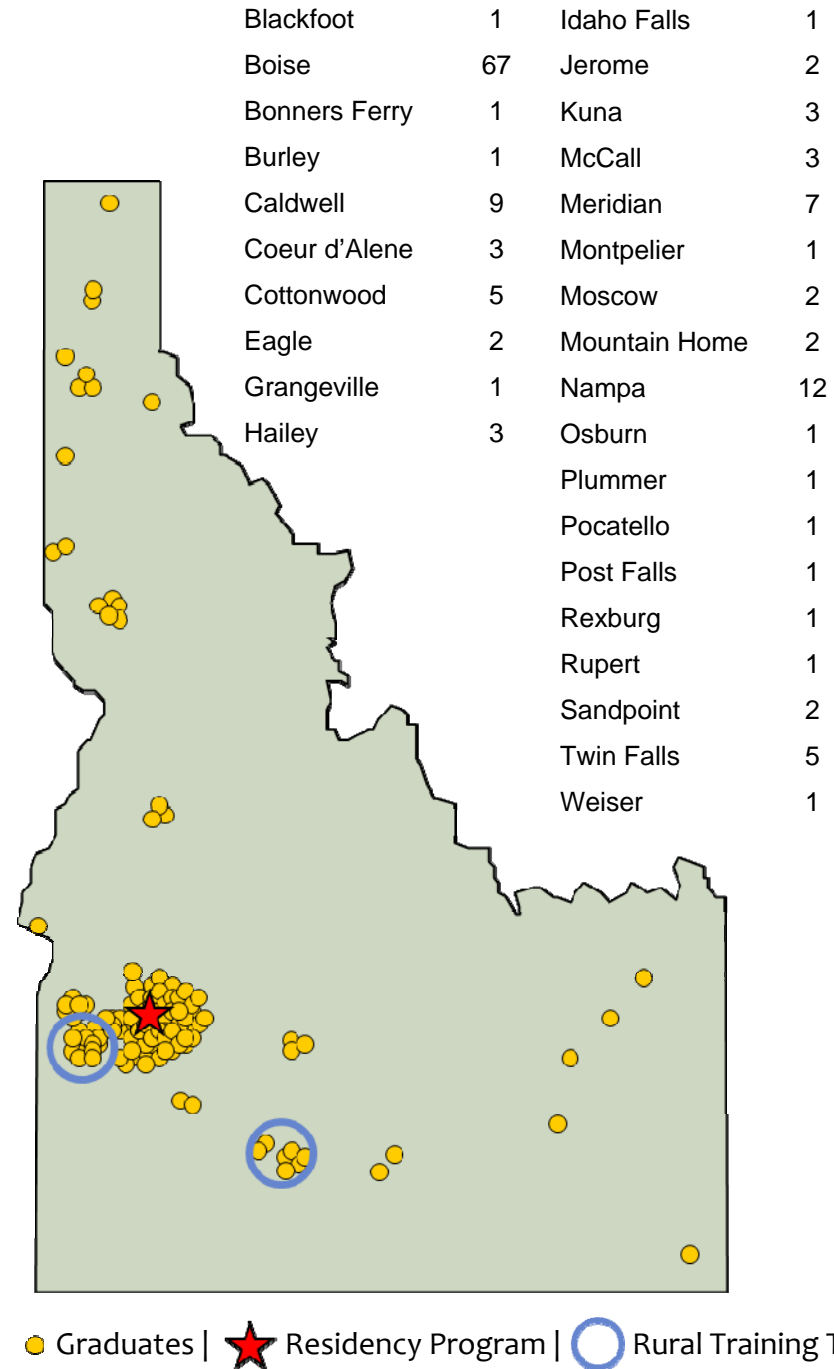
FMRI is a three-year Family Medicine residency program established for the specific purposes of training outstanding family physicians for our community, state, and region and to serve the underserved.

In 1975 FMRI was fully accredited by the Accreditation Council for Graduate Medical Education (ACGME). FMRI is also a Federally Qualified Health Center Look-Alike (FQHC Look-Alike) that operates five family medicine health centers in high need areas throughout Ada County. FMRI is the largest service provider for uninsured and underinsured in Ada County and the largest Medicaid provider in all of Idaho.

The mission of FMRI is threefold: 1) to train outstanding family physicians in a federally qualified teaching health center; 2) to encourage these family physicians to work in Idaho's underserved and rural areas; and 3) to serve low income, uninsured, disabled and other vulnerable populations of Ada County in a patient centered medical home.

FMRI has twenty-two extremely talented faculty that consist of family medicine physicians, surgeons, pediatricians, obstetricians, social workers, physician assistants, nurse practitioners, a nurse midwife, a psychologist, psychiatrists, a registered dietician, infectious disease physicians, sports medicine physicians, and a PharmD to create the team environment needed to train family physicians.

FMRI has been successful in developing a training model that encourages its graduates to not only remain in Idaho but practice in rural locations. The Rural Training Track (RTT) model was pioneered in the Northwest in the early 1990s as a means of giving residents a broad, procedurally-based, hands-on experience in rural family medicine. In 2007, Idaho Governor Butch Otter requested that FMRI expand the RTT model to include other locations in Idaho in addition to the Caldwell RTT. As a result, FMRI began an RTT program in Magic Valley (Twin Falls/Jerome, Idaho) and will have our first graduate from that program in 2012.





FAMILY MEDICINE RESIDENCY
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“In Their Own Words,” An Inside Look at FMRI

Mary Kelly McColl

In 1975 Family Practice Residency of Idaho (FPRI), opened its doors to 4 residents in a small, 2-story building at Fort and 1st Sts. in downtown Boise. There were 3 faculty members. In 2010 FPRI is known as Family Medicine Residency of Idaho (FMRI), and has doors open in 5 clinics throughout Ada County. There are 42 residents and over 20 faculty. An additional 120 employees make up the FMRI family, representing a 1000% increase in our family size in 25 years.

Major growth of any organization is built and maintained by the people who work there and those in the communities who support that work. We decided to ask the FMRI family to give us their perspectives on the development of the Residency and to tell us why they came to FMRI, what changes have they noted, and what they enjoy the most about their work. Knowing that wisdom is within, we also asked how people envisioned the future FMRI.

The response was overwhelming. There are common themes and singular perspectives. We want to share their reflections because they tell us so much about who we are and what we can become.

Administration

Kelly Youmans was hired as the 12th member of the administrative staff in 1980. There were twelve residents – four in each of the three program years (4-4-4) - including two female residents. Clinic support consisted of four nurses and two lab techs. Responding to a question about change in FMRI, Kelly shared this: “When I first started working here it seemed to be an odd little doctor’s office. It has grown year by year into what it is now. It has order, purpose, and meaning.”

Kelly explains her continued enthusiasm for working here: “I love the fact that FMRI is a teaching facility and literally everyone has a part in training the Residents. It is constantly changing, growing and is never stagnate. As the Residents have learned, I have learned. It has taught me so much. It has been my home away from home for many years.” Currently, Kelly is FMRI’s Healthy Connections Coordinator. Kelly’s sentiments about the FMRI home are echoed in nearly all the responses.



KELLY

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LAURIE

Laurie Chrz began work here as a high school work study student, only three years after Kelly started. FMRI had increased its resident numbers to 6-6-6 and had moved into one half of its current Raymond St. building, formerly a nursing home.

Laurie remembers, “chasing down charts and the orange-ish paint we had on the walls.” She succinctly states one of the biggest changes in the twenty-seven years she’s been here, “GROWTH!” Some of what she most appreciates about FMRI resonates throughout the organization. “Our patients, the FMRI family, and the opportunities FMRI has given me over the years. FMRI grows the people it employs.”

This is certainly true for Laurie who lists some of the numerous jobs and opportunities she’s had at FMRI: “file clerk, receptionist, business office data entry clerk (allowing me to get my CPC), phlebotomy (allowing me to become a phlebotomist to help in the lab), business office supervisor).” Laurie is now the Operations Director of the Business Office.

One of FMRI’s invaluable clinic “front desk” people, Dana Bertwell, was a patient before she started work here over 20 years ago. When Dana moved to Idaho she had trouble finding a primary care provider. Someone suggested she try FMRI (then FPRI). Dana relates, “Not only was the Residency accepting new patients, they were able to get me in, in a timely manner, without having to go to an urgent care facility for my immediate problem.” Dana’s experience as a patient made her an empathetic receptionist. An important change for her was when FMRI began to “offer Sliding fee services to help our low income families, as well as psychiatric care at an affordable rate.”



DANA

Another employee, Sue Brooks, who has seen literally decades of change within FMRI, recalls when Residents went to Spokane for Pediatrics rotation and the OB clinic was only open 2 or 3 mornings a week. [Now full time pediatrics and obstetric clinics operate in a recently renovated building behind St. Luke’s main hospital in downtown Boise.]

It is gratifying to read about the FMRI “veterans” positive experiences. And it is heart-warming that employees that have been here for only a short time are quick to note the same nurturing atmosphere.



MICHELLE

Michelle Robin, Executive Assistant to Dr. Epperly, recounts an early experience, six years ago, as an FMRI employee: “When I first started Signe [Blackman, Director of Nursing] took me on my tour and introduced me around...This was the first place I’ve ever worked that several people said, “Welcome, we’re so glad you are here.” Michelle told about a more recent cherished memory, “During the time my father was in the hospital dying of cancer, the residents and faculty who rounded on him were so caring and responsive to my family...I knew then as I know now, I’m truly blessed to be part of this family.”

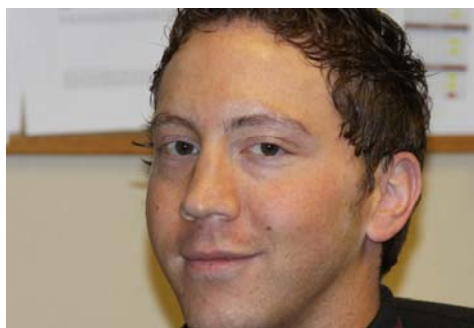
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IT Department

Everyone in the clinic and business offices who has been at FMRI for some years, comments on the vast change from thick paper charts to Electronic Medical Records (EMR). Many folks recalled how they used to “chase” charts. Starting in 2004, with the addition of new computer servers and terminals, the technological revolution began inside FMRI with EMR. Gradually, with some stops and starts along the way, FMRI transformed the way all patient information is accessed internally and externally. Data collection and billing, prescriptions, chart notes, orders, lab results, etc. can be entered and shared with other clinics and hospitals with amazing clarity and efficiency. The EMR has become FMRI’s new central nervous system.

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MIKE

Information Technology is not a static operation. Mike Maynard, an FMRI Information Technology Specialist, recalls what it was like when he came to work here just six years ago. When Mike began, FMRI was upgrading its hardware and networking capabilities in anticipation of an EMR. He was here during discussions about potential software, training needs, and the huge transition that needed to happen. According to Mike, “IT wise, I will say that FMRI has evolved for the better. The network and EMR that I knew when I first started is no longer recognizable as far as the positive changes and growth.”

Information technology is far from stagnant and FMRI continues to expand its ability to send and receive patient information between the Residency and hospitals, laboratories, private physicians’ offices, and other clinics.

Faculty and Residents

Perhaps the most impressive area of expansion, and the core of the Residency, has been the Residency Program Curriculum. The Program has grown in depth and breadth, which has required a diverse, experienced, and talented faculty. FMRI has 20-plus faculty members. In addition to family medicine, faculty includes these specialties: psychiatry, gynecology, obstetrics, pediatrics, infectious disease, surgery, palliative care, emergency medicine, and, sports medicine – much needed training for rural physicians. With an increase number of rural training sites – there are now 28 - and the addition of 4 new clinics right here in southwestern Idaho, FMRI has become a national Teaching Health Center, with access to federal grant funds to support the training of rural physicians for practices in rural areas and with underserved populations.



CLINICS

Fort Street (top left), Meridian (top right), Garden City (bottom left), and Emerald (bottom right).

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KEVIN

Kevin Rich, Associate Director, Operations, said that when he was looking for teaching opportunities in 1995, he chose to work at FMRI because: “The personal feel of the organization and the attention to the needs (professional growth) of the employees was a high priority. It felt like a family at work...I could practice full spectrum Family Medicine; and having a growing practice and doing all the procedures I wanted to were attractive.”

In commenting on the changes, Kevin notes the 5 clinics, expanded rural training track, doubled number of residents and the fact that “we have become completely dependent on electronics/computers. However, despite

the growth, the attention to the personal touch seems to have remained. It still has the ‘family feel’.”

Kara Cadwallader, Associate Clinical Professor (2001), recalls, “Dr. Epperly’s inspirational talks during interviewing season; trying to figure out how to supervise a resident with a laboring patient at St. Luke’s, while another resident needed supervision admitting an ICU patient at St. Alphonsus, and delivering [resident] Laurie Kuhn’s baby.”

Sarah Cox, Nurse-Midwife and Faculty, has been here 5 years. One of the things she most enjoys about her work at FMRI are the residents. As she describes them, “Our residents are bright and eager and so brave to take on all of medicine and sometimes go off to be the only provider in remote areas. What an honor for me to work with these young people.”



JUSTIN

Justin Glass, Associate Director of Education (2008), says that the one thing he likes most about teaching at FMRI is that he is, “challenged to stay abreast of medicine by excellent residents.”

Another faculty member who shares Sarah’s and Justin’s appreciation of the FMRI residents is Alex Reed, Director of Behavioral Science (2007). He most likes, “how residents are open to learning and how they make sure to develop balanced lives.” Alex has been instrumental in ensuring that residents figure out how to achieve and maintain that balance.



KARA



SARAH



ALEX

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DAVE

David Schmitz, Associate Director for Rural Family Medicine (2005), is one of several graduates to return to the Residency as faculty. Here’s what he said about teaching at FMRI: "My favorite part is still to see the dreams and aspirations of our residents come true. That’s what FMRI did for me as a resident and it is an honor to pass on a tradition of success; connecting with our current physicians in training our graduates."

Cyndi Robison Hayes (2008), Ob/Gyn Faculty, sums up the rapport between faculty and residents in her comment about why she likes teaching at FMRI: "The people. I absolutely love working with the residents and the other faculty in particular. It is a joy to teach such bright, motivated young physicians. They make all of us remember why we went into medicine."



CYNDI

Responses to our survey demonstrated that Faculty and Residents have the highest regard for each other and for the FMRI staff. Chief Resident Stephanie Long may have said it best in answering the question about why she wanted to train at FMRI. "I was impressed with the quality of people at FMRI and the breadth of scope. Faculty, co-residents, staff were all smart, motivated individuals who I knew would push me to be better. I wanted to work in that environment, practicing full scope family medicine."



STEPHANIE

Faculty and residents often gave similar answers to the question about why they came to FMRI. One faculty member said it was due to the "strong reputation, amazing residents and faculty, wonderful staff, and all of the outdoor activities in the community." Recent graduate, Matthew Nelson said he came because of the "location, reputation, curriculum." Second Year Resident Wendy Grace added "program structure."

Along with other residents, Wendy and Matt intend to pursue rural practices. Wendy sees herself in rural Montana or Idaho within 5 years of graduation. Matt’s favorite rural training site is Cottonwood because of "the

clinic staff, attendings, teaching environment, scope of practice, level of responsibility given to residents, and good steelhead fishing." He plans to develop mobile medical care to the Idaho City area at this time.



WENDY

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Medical Personnel

Many members of the FMRI family, from admin to clinic, mentioned their desire to be part of the FMRI vision of serving the underserved. Newcomer Jared Papa, Physician Assistant (2009), said he came to FMRI in order, “to work with Spanish Speaking patients and care for those with greatest needs in our community who have limited to no means to meet those needs.”

Amber Craig (2008), Lead Nurse at Fort St. Clinic gave high praise to faculty and management. What she most likes about FMRI is, “The fact that the lead management, Dr. Epperly, Steve, Michelle, Laurie, Anne, and Sig all know me by name. They support (and have supported) my goals of accomplishing more with my personal education and growth.”



AMBER



Social Work

Jill Chrisman (2002), one of five counselors in the Social Work Department wrote eloquently about the FMRI family: “The reason I love working at FMRI is not only the mission, but also the people I work with. They are all heroes in my eyes. Every day, they put aside their own troubles and worries to take care of our patients in a caring, respectful way...I am proud to work at FMRI because of the people I work with and the leadership at FMRI that continually inspires and nurtures us.”

FMRI 2015

JILL
There was strong consensus among those who responded to our question, “What would you like to see in the FMRI of 2015?” Most people mentioned expansion: a larger, centralized main clinic, more clinics in southern and western Ada County and neighboring rural communities, and a stronger presence in all Treasure Valley hospitals.

Other futuristic comments included, “continued recruiting of great residents and staff, upholding the mission of service, and attracting more patients from underserved populations.”

Every large family has at least one member who is the designated humorist. At FMRI, new Faculty Justin Bailey (2010) is a likely candidate. His reason for wanting to work at FMRI? “Because it’s awesome.” Here’s what he wants to see in the FMRI of 2015: “Disco Thursday, and free 5 min massages set up in the Breeze way on Fridays. If not that then I would have to go with a large bag of Doritos in the preceptor room on Friday afternoons. Just a nice way to welcome the weekend.”



JUSTIN

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Kelly Youmans, wrote this about the FMRI of 2015: “Just dreaming, I would like us to have a new building and a place for everyone and everything. And if it doesn’t change at all, it’ll still be one great place work. FMRI just has that certain something. As a staff member it has been very gratifying to watch all of this take place over these many years.”

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KIM S

“Everyone...is on board with the mission of serving the underserved and training family docs.”



SUZETTE A

“I love the work that I do.”

SERVICE

“...everyone is dedicated to quality patient care.”



TOM

“I feel like our work is important.”

EDUCATION

“I love being able to teach about the programs and clinics to our new residents and watch them grow over the time they have here.”



CORY

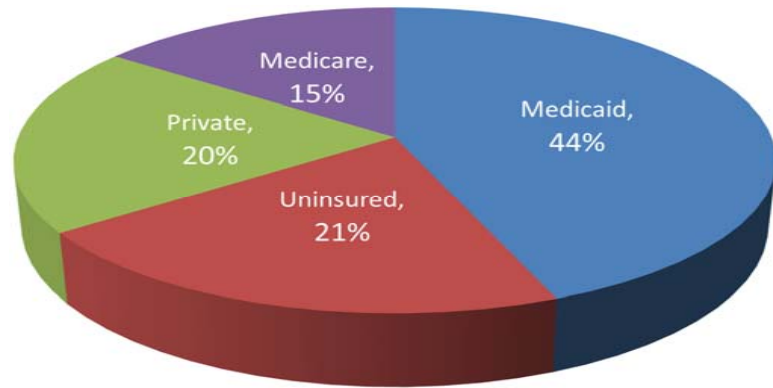
“Feels good to be able to be part of a team for such a long time & get appreciated for that.”



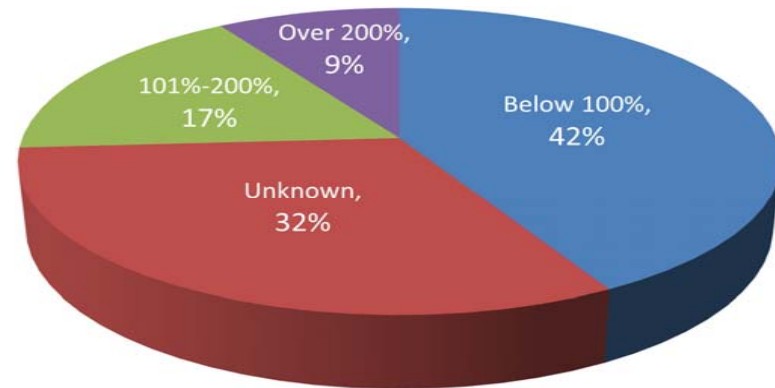
KENDRA

“I believe in the mission of FMRI.”

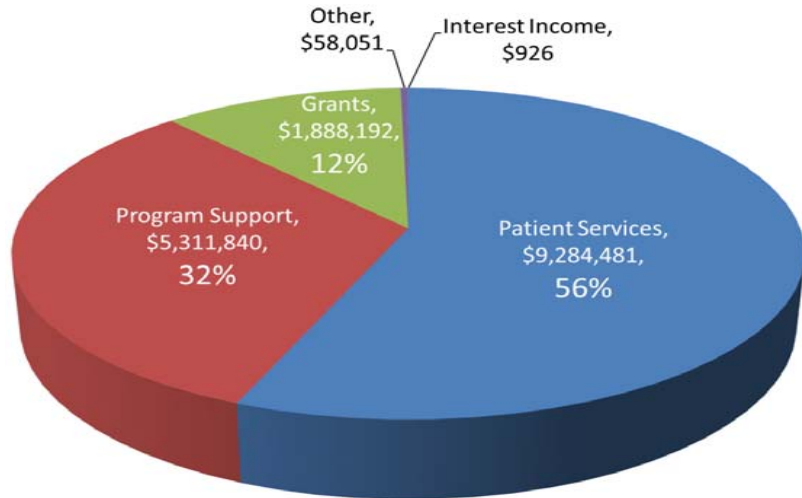
Users Principal Source of Insurance



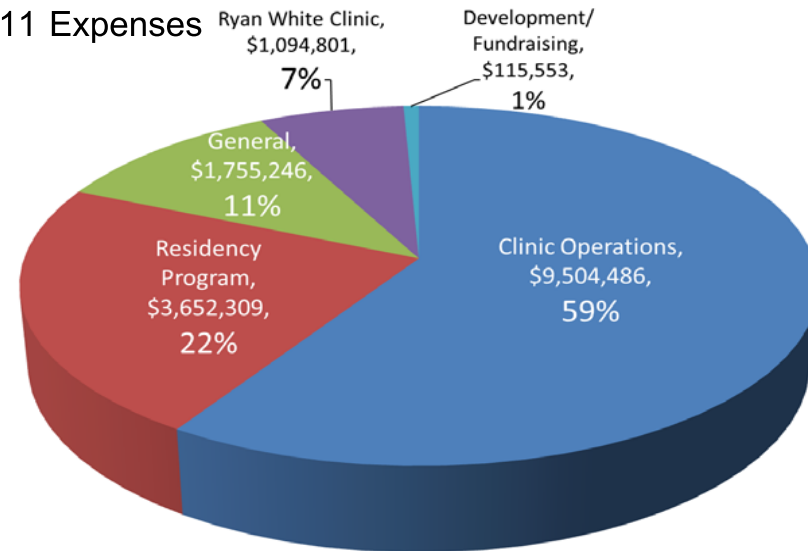
Users by Federal Poverty Level (FPL)



FY'11 Income



FY'11 Expenses



Assets	
Cash	\$1,591,045
Accounts Receivable	941,001
Other Current Assets	1,899,224
Long Term Assets	377,472
TOTAL	\$4,808,742

Liabilities	
Liabilities	\$1,223,371
Net Fund Balance	3,585,371
TOTAL	\$4,808,742

The Family Medicine Residency of Idaho would like to thank our hospital partners who consistently provide significant funding for our ongoing operations. From our first class of residents in 1975 through the present, St. Alphonsus Regional Medical Center, St. Luke's Regional Medical Center, and Boise VA Medical Center have been there for us. FMRI might not exist today without their steadfast support.

Hospital Grants

Boise VA Medical Center
Saint Alphonsus Health System
St. Luke's Boise-Meridian Health Centers
St. Luke's Magic Valley Medical Center
West Valley Medical Center

Community Grants

Blue Cross of Idaho Foundation for Health- \$100,000
Laura Moore Cunningham Foundation- \$10,000
United Way of Treasure Valley- \$10,000
March of Dimes Foundation- \$5,000

In-kind Donations

Emerald Clinic Donors
Cardinal Health
Crane Alarm Service
Interpath Laboratory Medical Laboratory Services
Norco
St. Luke's Health System
Saint Alphonsus Health System

OB Wellness Program

Abbott Nutrition
Albertsons Supervalu
Blue Cross of Idaho Foundation for Health
Morningside LLC

Our Bodies Ourselves

Regence BlueShield of Idaho

Alumni and Friends Gala Dinner

On May 21, 2011 at the Alumni and Friends Gala Dinner FMRI awarded three individuals with the "Hope Award" for their outstanding leadership in graduate medicine education and support of rural Idaho communities.

Jerome A. Hirschfeld, MD, Retired



Ceci & Dr. Jerry Hirschfeld

"It was my privilege to participate in the evolving culture of the Family Medicine Residency of Idaho. This growing network of professionals remains committed to the well-being of their patients, families, and peers, through grounding in the science and ethical values of compassionate service to those in need. The education of these future physician leaders is amplified by reinforcement of professional integrity and growing awareness of their accountability to the broader societal improvements of responsible health care for the vulnerable among us, foundational within our communities of service."

From my pediatric perspective, the educational measure was a focus on "how are the children"...in all facets of decision making, from policy and prevention of harm to individual delivery of care... to assure their safe and potential-enriching future.

The FMRI legacy is service and advocacy for the healthiest fulfillment of all whom they touch; and for many of us, assuring that all God's children have a voice in the choir. With gratitude to those who have enabled, enriched, and now further the legacy of the FMRI."

-Dr. Jerry Hirschfeld

Casey Meza, CEO



Casey & Dr. Michael Meza

"I appreciate the fine work of the Family Medicine Residency of Idaho. As an organization that employs family practice physicians to provide quality healthcare, close to home, we are in constant need of well-trained doctors who understand a rural practice. We've hosted many residents through the years and I am sure we benefit more than they during their rotation. We rely on FMRI to educate, train and place qualified doctors; hopefully many will continue to choose Idaho as a place to practice."

The presentation of preliminary results from the Community Apgar Project sponsored by FMRI to our SMHC/CVHC Board Directors will help our two hospitals and satellite clinics effectively recruit and retain physicians. Being recognized by FMRI for this award is quite an honor. Thank you for selecting me to receive it on behalf of both St. Mary's and Clearwater Valley Hospitals and Clinics."

-Ms. Casey Meza

Robert B. Montgomery, MD, Retired



Dr. Bob & Nancy Montgomery

"The Family Medicine Residency has always represented the fundamental elements of the common good. The program reflects balanced training, dedicated faculty and great staff while treating patients with respect and caring. I have prized my relationships in all aspects of the endeavor."

-Dr. Bob Montgomery

SPONSORS



FMRI's Alumni and Friends Gala attendees: Dr. Karl Watts and Mrs. Tina Watts, Mrs. Shannen Schmitz and Dr. David Schmitz, Dr. Peter Kozisek and Dr. Julia Robinson

Gala Sponsors

\$20,000-Diamond Sponsor
Saint Alphonsus System

\$15,000-Marquise Sponsor
St. Luke's Boise-Meridian Medical Centers

\$10,000-Fire Sponsor
Blue Cross of Idaho Foundation for Health, Inc.

\$5,000-Radiant Sponsors
Fisher's Document Systems
St. Luke's Magic Valley Medical Center
West Valley Medical Center

\$3,000-Heart Sponsors
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Boise Orthopedic Clinic
Sawtooth Infectious Disease & Medical Mgmt.
WWAMI Medical Education Program

\$2,500-Asscher Sponsors
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St. Luke's Clinic - Physician Center
St. Luke's Wood River Medical Center

\$2,000-Emerald Sponsors
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Emergency Medicine of Idaho
Gem State Radiology
Idaho Hospital Association
John Kee, Joni Stright, and Geoff Swanson
KeyBank
Norco, Inc.
St. Luke's Idaho Cardiology Associates
St. Mary's and Clearwater Valley Hospital and Clinics

Gala Donations

\$1,500-
St. Luke's Mtn. View Medical Center
Idaho Family Physicians
Idaho Urologic Institute
Neuroscience Associates

\$500-
Ada County Medical Educational Consortium
Ada County Medical Society
Olani B. Beal
Steve and Nicole Bevans
Boise Surgical Group, P.A.
Caldwell Urology, PLLC
Dr. Ted and Lindy Epperly
Dr. Jerome and Ceci Hirschfeld
Dr. Robert B. and Nancy Montgomery
Drs. Pete Kozisek and Julie Robinson
Regence BlueShield of Idaho
Syringa Family Medicine

Gala Auction Item Donations

Suzanne Allen, MD
Bogus Basin
Patrice Burgess, MD
Boise Hawks
Boise State University
Cascade Raft & Kayak
The Flicks
Fifth Street Salon
Franz Witte
Idaho Candy Company
Idaho State University
Idaho Stampede
Connie Kniefel
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Saint Alphonsus Health System
St. Luke's Children's Hospital
Shu's Idaho Running Co.
Snake River Winery
Treasure Valley Coffee Co.
University of Idaho
WWAMI Medical Education Program

Friends of FMRI (over \$100)-
Brown County United Way
First United Presbyterian Church
Honeywell International Corporation- Gary Bullock





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