

## FROM THE SOCIETY: PART I

## Improving Care: How Can SGIM Best Support Practice Improvement and Innovation?

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SGIM Council has charged the Practice Management Subcommittee of the Clinical Practice Committee (CPC) to: 1) promote best practices in practice redesign, organization, operations, and efficiency; 2) foster communication and collaboration among member of SGIM's membership who lead and study practices; and 3) help develop and promote innovative practice models such as the patient-centered medical home and neighborhood. In a word, Council sees that supporting practice improvement should become a major priority for SGIM. They recognize that supporting practice improvement and innovation will help to further align the interests of general internists with those of their patients. Simultaneously, this strategic initiative should help members take full advantage of value-based payment opportunities, improve work environments for primary care physicians, support practice transformation, and make SGIM more attractive to members.

In response to this charge, the CPC and its Practice Management Subcommittee have undertaken the following major initiatives to better serve our members' practice improvement needs:

1. *Enhancing SGIM practice improvement website resources.* At our May 2015 committee meetings in Toronto, we affirmed the need to revamp our web presence to make practice improvement resources more readily available to our members and to provide access to content of high relevance to SGIM members and others seeking to redesign their practices. We

agreed on the following website redesign principles:

- Use open-access SGIM web pages to share key practice improvement resources,
- Create a rebranded landing page to direct members to practice improvement resources,
- Feature resources developed by SGIM members and collaborate with other like-minded organizations to share best content, and
- Increase availability of workshop materials in order to facilitate sharing and improving workshops across regions.

This website enhancement initiative is in the early design phase, but we are envisioning a prominent SGIM landing page that serves as a directory to open-source practice improvement resources under an easily identifiable website such as [SGIM.org/ImproveCare](http://SGIM.org/ImproveCare). Our website needs to make it easy for SGIM members to share and find best practice improvement resources. If you are interested in contributing content, ideas, or website design expertise, contact Jim Bailey ([jeb@uthsc.edu](mailto:jeb@uthsc.edu)).

2. *Increasing regional and national workshop offerings in practice improvement.* Meeting workshops and symposia have already been highly successful in disseminating knowledge to the membership about innovation in practice management, but more workshops are needed. We are expanding past successful workshops on using the new annual wellness visit, transitional care management, and chronic

care management billing codes. We are reaching out to high-performing and innovative practices led by SGIM members throughout the country and asking them to submit workshops for upcoming regional meetings. In addition, we are building a larger library of open-source practice improvement resources from prior workshops, precourses, and other presentations that we plan to make more readily available through [SGIM.org](http://SGIM.org) so that members can adapt these materials to present workshops in their region. We will be surveying members regarding areas of greatest interest for workshops in practice improvement. We have developed a proposal for a major annual meeting symposia focused on practice redesign, and we have asked Council and the Annual Meeting Planning Committee to consider having a dedicated category for "practice improvement" for workshop submissions to future regional and annual meetings. If you are interested in contributing to future workshops, or adapting a past workshop to present in your region, contact Martin Arron ([MArron@chpnet.org](mailto:MArron@chpnet.org)).

3. *Promoting "Improving Care" SGIM Forum articles and SGIM eNews.* This column inaugurates a new regular column in *SGIM Forum* focused on practice improvement and innovation called "Improving Care." We have begun to identify practice improvement topics of interest to

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our members and are asking members working in the trenches of primary care to report their stories and experiences of success and failure as part of our effort to share key lessons and best practices. We are in the process of scheduling topics and articles for the year, so if you are interested in writing an "Improving Care" column for *Forum*, contact Jim Bailey (jeb@uthsc.edu).

4. *Fostering potential SGIM-AMA STEPSForward Collaboration.* The American Medical Association (AMA) recently launched STEPSForward ([www.stepsforward.org](http://www.stepsforward.org)), a set of free, online, interactive practice transformation toolkits to help physicians and their staff redesign their practices, improve patient care, and enjoy their work. Over the last six months, we have been working with SGIM member Christine Sinsky, MD, who is now vice president for professional satisfaction for the AMA, to consider co-

developing and co-branding of selected STEPSForward practice improvement modules in order to expand SGIM member access to relevant and evidence-based practice improvement information through [www.SGIM.org](http://www.SGIM.org). The work is grounded in studies conducted in part by SGIM members, including the Rand-AMA study on physician career satisfaction and the American Board of Internal Medicine Foundation-sponsored study, "In Search of Joy in Practice." The goal of StepsForward is to improve the health and well-being of patients by improving the health and well-being of physicians and their practices. Individual SGIM members have already been engaged in creation and/or review of several of the initial practice transformation modules. We are working to extend this informal partnership to include additional module development and co-branding of modules in which SGIM members have played a significant role following

review and approval by the SGIM Practice Management Subcommittee of Clinical Practice. As of the writing of this column, we have: 1) developed and pilot tested a peer-review process for STEPSForward modules (co-authored by, or with significant contributions from, SGIM members) by the Practice Management Subcommittee and 2) approved modules for co-branding that meet Subcommittee standards for relevance, clarity, and clinical evidence. If you are interested in contributing to the development or review of future STEPSForward modules, contact Christine Sinsky ([christine.sinsky@ama-assn.org](mailto:christine.sinsky@ama-assn.org)) or Jim Bailey ([jeb@uthsc.edu](mailto:jeb@uthsc.edu)).

Please let us know if you are interested in helping with this work or if you have ideas for other ways we can support SGIM members in their efforts to redesign their practices and improve the care their patients receive.

**SGIM**