Society of General Internal Medicine (SGIM) Council has charged the Practice Management Subcommittee (CPC) 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. 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).

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 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).

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 continued on page 2
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), 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. 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 STEPS-
Forward modules, contact
Christine Sinsky (christine.sinsky
@ama-assn.org) or Jim Bailey
(jeb@uthsc.edu).

Please let us know if you are in-
terested 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