Become the Family Physician You Envision

Penn Medicine
Lancaster General Health
Family Medicine Residency Program
Medical student applicants know us as a benchmark by which to measure other family medicine residency programs.

Our residents know that the program is dedicated to service, learning, teamwork, balance and personal growth.

Patients trust us to provide them with competent, comprehensive and respectful healthcare.

The community recognizes us as a resource for health promotion, education and service.

The discipline of family medicine recognizes our clinical and academic excellence in producing outstanding clinicians and leaders.

International Rotations to work with Underserved Populations

Residents in our program have opportunity to spend one rotation in their second and third year in settings where we have developed a relationship that assures us that our residents will have opportunity to provide clinical service in a supportive, supervised setting. Dr. Cristy Shank, our faculty leader of Global Health, takes three residents with her for a 4-week rotation in the spring of the year to work at the Malamulo Hospital in Malawi where she previously served as medical director for six years. Residents have the option of focusing on the inpatient, ambulatory or maternity portions of the hospital. Similarly, we have an educational/clinical partnership with the Shirati Hospital in northeast Tanzania where our residents can have an extensive opportunity to work in several settings in a hospital that has been extensively supported by the Lancaster Mennonite community since 1935.

In the western hemisphere many of our residents spend a four week block working with the Mayan Medical Aid organization on the shore of Lake Atitlan in Guatemala. This is a combined medical service/language immersion experience where our residents received medical Spanish training for half of the day and spend the remainder in direct patient care to an indigenous population.

Benjamin Snell, MD, 2014 graduate, is shown in front of the clinic during his elective rotation in Guatemala.
Lancaster General Health
Statistics and recognitions*

• Lancaster General Health (LG Health), a member of the University of Pennsylvania Health System (Penn Medicine), is a 663-licensed bed not-for-profit health system with a comprehensive network of care encompassing Lancaster General Hospital (LGH), Women & Babies Hospital and the Lancaster Rehabilitation Hospital (in partnership with Kindred Healthcare). Our membership in Penn Medicine brings together the strengths of a world-renowned, not-for-profit academic medical center and a nationally recognized, not-for-profit community healthcare system.

• Lancaster General Hospital (LGH), the keystone of the LG Health system, was ranked 5th best hospital in Pennsylvania by U.S. News & World Report Best Hospitals 2016-17. Two specialties ranked among nation’s 50 best: Pulmonology and Gastroenterology & GI Surgery.

• Lancaster General Hospital performed more than 39,900 surgical procedures and had more than 34,300 discharges in FY 17.

• Our Emergency Department & Level II Trauma Center treated more than 117,200 patients.

• Recognized by Joint Commission as a highest quality provider in five services: Advanced Primary Stroke, Joint Replacement – Knee & Hip, Heart Failure & Acute Myocardial Infarction, Advanced Palliative Care. A comprehensive team provides treatment to nearly 1,000 stroke patients annually.

• Lancaster General Health uses the Epic EMR platform, which is used by more than 200 independent physicians in region. MyLGHealth Patient Portal used more than 130,500 patients.

• Outpatient and family practice locations throughout Lancaster County as well locations in Lebanon, York, and Chester Counties.

• Lancaster General Hospital was among the first Pennsylvania hospitals to receive Magnet designation; re-accredited for the fourth time in 2016.

• Lancaster Heart & Vascular Institute clinicians perform more research, diagnostic services and open-heart procedures than any other health system in the region. Hybrid OR hosts TAVR procedure for aortic stenosis. The Heart Group of LG Health is nationally recognized.

• Women & Babies Hospital, which was the first PA hospital to be designated Baby-Friendly®, delivered more than 4,250 babies in FY 17.

• Our 960+ -member medical and dental staff includes every major specialty and most sub-specialties as well as more than 270 practicing family medicine physicians.

*For FY 2017

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Centering Pregnancy
Group prenatal visits

In November 2013, the Lancaster General Health Family Medicine Residency Program was just the second family medicine program in the nation to be approved through the Centering Healthcare Institute certification process. Centering Pregnancy is a vital part of our training program. All residents are assigned a prenatal group during their second and third years, and learn group-facilitative skills as well as prenatal care, while working closely with eight to 10 women and their families. Residents interact with patients on a very personal level while educating and witnessing community building. As the primary provider for each patient, the resident will plan to attend those deliveries and subsequently care for these growing families.

Dr. Alison Stanley, resident co-leader, Dr. Phebe Matsen, resident co-leader and Dr. Heidi Kistler, faculty leader from Family & Community Medicine (bottom row) and Kara O’Hara, nurse co-leader (back row) meet for a reunion with a prenatal patient group for Centering Pregnancy care.
Residents
Our residents drive our educational program and provide an important part of our continuum of care for patients. We celebrate their accomplishments and look back with pride at our many graduates who are now integral and valued members of the communities they serve. Through our residency program, we strive to provide quality education, exposure to various clinical settings and experience in multiple aspects of healthcare. We support our residents’ interests in developing the knowledge and clinical skills that will allow them to become the physicians they envision.

Work-life balance
Residency is an intense period of education and training. However, we encourage our residents to make time to enjoy the activities they like the most outside of the workplace. Many residents are involved in local churches, clubs and organizations. Several of them are singing in local groups. We support our residents’ desire to achieve a healthy balance in their personal and professional lives. Our program has continued to evolve in order to better meet those needs.

Care of diverse populations
Through our various clinical sites in urban and rural areas, residents gain experience in caring for diverse patient populations. Patients come from different geographic, cultural and social backgrounds. Lancaster General Health is proud to support its local community by providing healthcare for people regardless of their ability to pay, and many residents appreciate the opportunity to provide care for medically underserved populations.

Community involvement
During their first year in the program, residents select areas of community service, such as working at a medical clinic at a local homeless shelter, assisting with care at a women’s shelter and providing screening at a refugee resettlement clinic. Volunteering leaves an indelible mark on the community and the residents themselves.

Teaching
Our award-winning faculty has created an enriching teaching environment that affords each resident the opportunity to learn all aspects of family medicine.

Program highlights include:
• Residents play a lead role in teaching at all levels of the program, providing them with valuable leadership experience.
• The Wednesday afternoon block curriculum offers residents focused didactic sessions and procedural workshops.
• Morning report and noon conferences enhance teaching opportunities for our residents.
• Night float call schedule.

Informatics and evidence-based medicine
• Online evidence-based medicine and informational systems are at the patients’ bedside.
• New Innovations software is available for duty hour and procedural documentation and evaluation of rotations, faculty and team members.
• The EPIC Electronic Medical Record is in use at the two primary clinical care sites for the residency program, as well as in the inpatient setting.

Areas of clinical and academic excellence
Our program has developed specific areas of concentration:
• Comprehensive Care of the HIV-infected patient
• Women’s Healthcare
• Geriatrics
• Sports Medicine
• Research
• Global Health
• Maternity Care
• Palliative Medicine
• Urban Underserved
• Integrative Medicine
• Rural Health
• Addictions Medicine
• Academic Medicine
• Adolescent Medicine

Lancaster General Health Physicians Comprehensive Care has been part of Family Medicine Downtown and the Lancaster General Health Family Medicine Residency Program since 1997. It is one of four clinical practices affiliated with the residency program. Comprehensive Care began receiving federal funding through the DHHS Ryan White Care Act in 1999. As a result of highly effective antiviral therapy, HIV/AIDS has, for many patients, been transformed into a chronic infectious disease that fits the family medicine model of continuity of care and chronic disease management. As of 2014, Comprehensive Care provides HIV specialty care and primary medical care to more than 600 patients from Lancaster City and County. The Comprehensive Care practice is actively involved with community HIV/AIDS education and HIV testing and also provides an area of concentration (AOC) in HIV/AIDS medicine for third-year residents. “Since 1997, our program has met the challenges to extend the health and life of many residents of Lancaster County living long-term with HIV/AIDS and we will continue to do so until there is a cure.”

Jeffrey T. Kirchner, DO, FAAFP, AAHIVS
Faculty Member and Medical Director, LG Health Physicians Comprehensive Care for HIV
Experience in a multi-cultural setting

At SouthEast Lancaster Health Services (SELHS), “we deliver high-quality and compassionate healthcare to all – regardless of economic status.” I have been working at SELHS since I graduated from the LG Health Family Medicine Residency Program in 2007. SELHS is a Community Health Center (CHC) and a Federally Qualified Health Center (FQHC) in Lancaster City, which serves a largely underserved, underinsured and uninsured population. Our patient population is diverse. We care for patients from more than 40 countries around the world. While so many countries are represented in our patient population, a large percentage of our patients are Spanish-speaking.

While a resident at LG Health, I participated in the Urban/Underserved Track and had the opportunity to experience first-hand what it meant to care for a very similar population to that of SouthEast. While working in an FQHC has unique characteristics, the patient care environment of the outpatient clinic for the Family Medicine Residency Program was very similar to that of a CHC, and I was mentored on a daily basis by several outstanding faculty members, who had years of experience in the FQHC/CHC world. Care for the underserved whet my appetite and desire to practice in a place such as SouthEast for the duration of my professional career.

As a resident at LG Health, we had a strong collaboration with the providers from SELHS and cared for the patients from SouthEast on a regular basis. This opportunity further developed my interest in a long-term commitment to the patients and the mission of SELHS. I started my career at SELHS as a staff physician in 2007, transitioned to a Site Medical Director at one of our three sites in 2010, and became the Chief Medical Officer in 2013. It’s a wonderful privilege and gift to practice and manage a large health center in the same town as I completed my residency. I am blessed with the opportunity to seek out guidance from my mentor relationships through the faculty and staff of the Family Medicine Residency Program as SELHS continues to expand our patient population and our services, and as we strive to provide excellent, evidence-based care that is linguistically appropriate and culturally competent.

I believe in the mission of SouthEast Lancaster Health Services, and I have always had a desire to serve this community, providing full-spectrum family practice care, from birth to death. The residency program equipped me to do just that, for which I am incredibly grateful! I care for a very diverse population with a wide variety of medical needs, which keeps me engaged and excited about the work I am doing! Not only have I come to understand that SouthEast is where I belong, but also where my patients belong. My hope is that, all of our patients, regardless of the language they speak, the amount of money in their pockets, the color of their skin, their medical or social history, will feel welcome, well cared for and know that we are their medical home.

Kirsten H. Johnsen-Martin, DO
Chief Medical Officer, SouthEast Lancaster Health Services
Community medicine has always been a fundamental educational experience for residents at Lancaster General Health. Ever since Nikitas J. Zervanos, MD, named our department Family and Community Medicine more than 40 years ago, the concept that healthcare extends far beyond the office visit has been a core tenet of our educational mission. Now population health is taking community medicine principles and expanding them to a broader systems level to promote more effective healthcare delivery. Both will play a key role in your training as a family physician.

Residents are given the opportunity to develop, expand and implement their own ideas about community medicine and service, as well as population health, throughout the three years of residency. The introduction to community medicine begins at program orientation when soon-to-be new interns engage in a cultural “scavenger hunt” designed to highlight the vital, ever-changing diversity of Lancaster County.

PGY-1 residents spend an entire block rotation exploring the concept and practice of community medicine and solidifying their interests in a particular area of the discipline. During this block, you will be involved in care of new immigrants to our county, interact with disability providers, visit with the city health department and engage in a comprehensive home visit assessment among others.

By the second and third year, residents will move beyond traditional community medicine principles and be actively engaged in an innovative population health curriculum. This new curriculum will consist of various modules about population health principles and involve a scholarly activity. At the same time, our residents will be involved in various health system committees to understand a “systems approach” to healthcare delivery.

Community medicine and population health principles overlap at many points. Both are fundamental to training in family medicine. Our program is well positioned to capture the “real world” experiences of community service and combine that with higher level system and critical thinking skills necessary to promote change in our current healthcare environment. We expect our residents to be leaders of healthcare delivery in the future and see our curriculum in community medicine and population health as vital to achieve that goal.

At Lancaster General Health, you will understand how and in what ways you can interact with the community at large, but also how to change the systems of care involved to enhance the overall health of a population. We expect residents to engage in activities befitting the name Family and Community Medicine. Community medicine and population health are necessary extensions of what goes on in the office and serves as a critical skill set providing holistic, culturally-sensitive and public health oriented care to the population we serve.

Jeffrey R. Martin, MD
Director of Community Service Rotation; Associate Director, Family and Community Medicine; Lead Physician, Care Connections
Care Connections
Care Connections is a medical high risk community care team. It is an innovative, intensive, interdisciplinary and transitional primary care medical home for Lancaster General Health to showcase how we are transforming healthcare.

Care Connections is designed to serve patients with three or more medical problems plus behavioral health issues, who have been admitted to the hospital multiple times in the past year.

The program provides quality care with a customized experience, while lowering overall healthcare costs. The medical team is supported by patient care navigators, a social worker, a county social services liaison, care management nurses, a behavioral health psychologist and a clinical pharmacist.

Care Connections began as a pilot within the Lancaster General Health Family Medicine Residency Program. From 40 patients to 125, Care Connections has grown exponentially. At its core, Care Connections strives to empower patients and teach accountability. The team has scaled efforts to meet patient demand by using technological support such as the MyLGHealth patient portal.

LG Health has received support from the County of Lancaster, the Commonwealth of Pennsylvania and multiple community stakeholders.

Most importantly, Care Connections has been designed with assistance by our patients.

Population Health Fellowship
The Population Health Fellowship achieves the aims of developing a pipeline of primary care providers with new skills in leadership, as well as instituting physician training focusing on complex and special population management. Time in the Fellowship is split between clinical work in Care Connections and work within our Accountable Care Organization, Lancaster General Health Community Care Collaborative. Interdisciplinary education – team development and modeling – is a critical part of the education. The Fellow achieves training in a masters of population health or a certificate program in population health from a partner institution such as University of Pennsylvania, Temple University or Jefferson University. The Fellow is also expected to teach in the Lancaster General Family Medicine Residency.

Goals and Objectives for the LG Health Population Health Fellowship
- To train effective leaders in population health and Accountable Care.
- To foster and expand clinical, analytical and research skills.
- To enhance the ethical capacity needed for management of population health and extensivist care in health systems.
- To increase physician exposure to, and challenge creative thinking on current issues in population health.
- To develop new physician leadership for LG Health through active participation in Care Connections activities, coursework and attending/convening working groups.
- To develop a regional professional network for collaboration and exchange in new healthcare delivery systems and innovative approaches to population management.

Scope of Training
- Performance measurement and improvement
- Care redesign
- Hospital operations and governance
- Pay for performance/global payments
- Physician contracting/human resources
- Project management

The Population Health Fellow is directed by John Wood, MD, FAAFP, who serves as Chair of Family and Community Medicine and Medical Director for Care Connections.

Population Health Curriculum
Lancaster General Health is committed to integrating population health teaching into our LG Health Family Medicine Residency Program. The lessons learned in Care Connections and our Patient-Centered Medical Home (PCMH) is that our primary care offices are foundational to this population health experience. Beginning in the fall of 2014, we will partner with the American Association of Medical Colleges and Duke University Family Medicine to enhance our population health training. The training will consist of a scholarly activity and learning modules about various aspects of population health. The education will utilize a systems thinking framework to improve long-term understanding and life-long practice application. Faculty and residents will be involved in this new innovation in our curricular program. This new learning platform will allow the Family Medicine Residency Program to capture knowledge gained by new care delivery models and position our residents to become leaders in healthcare delivery in the future.
Become the physician you envision

Our curriculum is designed to encourage residents to become the family physician they envision. Flexibility, extraordinary resources and exemplary teaching allow residents in our program to maximize their potential, develop their skills and discover their interests. We see ourselves as training the family physicians of the future to practice in diverse settings and to care for diverse populations, with an emphasis on mastering the scientific knowledge and conquering the evidence. Our residents practice with compassionate expertise. More than 40 years of experience, the support of a knowledgeable and varied medical staff and diverse patient populations allow us to help our graduates achieve their goals.

Donna Cohen, MD
Deputy Director

Pamela Vnenchak, MD
Assistant Deputy Director

The Class of 2019
The “medical home” is a fashionable term in today’s medical landscape. We at the Lancaster General Health Family Medicine Residency also think there should be a great “home” for resident medical education. Our residency has two exceptional practices in which residents gain clinical experience – Family Medicine Downtown and the Walter L. Aument Health Center.

Family Medicine Downtown is an urban practice with a richly diverse patient population. Although the practice moved to its new location in 2009, it has been the cornerstone of care to the underserved for our residency program since its inception. We concentrate on delivering an extraordinary experience for our patients, residents, students and staff. We first became recognized as Level III NCQA Patient-Centered Medical Home in 2012. Patients enjoy expanded appointment options, the benefits of an electronic medical records, full circle chronic disease management and options for group care in pregnancy. Supervision is provided by two preceptors causing increased availability and flexibility for improved resident teaching.

Family Medicine Downtown operates as three micro-practices comprised of faculty, residents, mid-level providers, nurses and support staff. We encourage each team to be innovators in care delivery. We continually seek quality improvement as residents undertake performance improvement projects. These projects cultivate comprehensive, responsive and cutting-edge patient care. Various specialty clinics also find their home at Downtown Family Medicine to provide instruction to those in training and care for patients alike.

Only 14 miles south of Lancaster resides our other superior resident training facility. The Walter L. Aument Family Health Center provides emergent and continuity care to a rural population. Similar benefits as mentioned above also dwell here with electronic medical record and myriad of faculty and community preceptors. Orthopedic, ENT and cardiovascular procedures are taught to providers and available for patients. Recognition as an NCQA Patient-Centered Medical Home was acquired in 2014.

Both practices provide feedback to residents on their individual and group performance, billing practices and progression in education. All this is provided in a caring and nurturing environment dedicated to patient care and resident success. We look to welcome you to our family at Lancaster General Health where you’ll learn “there’s no place like home.”

Mission Statement
We prepare competent family physicians to deliver the full spectrum of family medicine in all settings.

Vision
• The Lancaster General Health Family Medicine Residency dedicates itself to excellence in lifelong learning, service and teamwork. We strive to create an educational environment conducive to creativity, innovation and personal growth.
• The Lancaster General Health Family Medicine Residency provides patients with a medical home where they receive comprehensive and respectful care in an ongoing relationship with a personal physician, regardless of ability to pay.
• The Lancaster General Health Family Medicine Residency is a valuable community resource for health promotion, education and service.
• The Lancaster General Health Family Medicine Residency is recognized in the discipline of family medicine as a program of clinical and academic excellence.
• The Lancaster General Health Family Medicine Residency is an essential component in helping Lancaster General Health meet both its charitable mission and its educational vision.
Living in Lancaster County

Although famous for its Amish population and tranquil farms, streams and low mountain panoramas, Lancaster County has much more to offer. The area brings together a blend of urban, suburban and rural, past and future, and a broad array of lifestyles. The population is ethnically diverse. Ethnic groups represented in the county include Caucasian, Hispanic, African-American, Asian and Native American. Lancaster County has the third largest Hispanic population in Pennsylvania.

Lancaster County has many features including a low cost of living, a strong economy, diverse shopping and retail options, outdoor recreation including biking and hiking trails, and good primary and secondary schools. Cultural opportunities abound, from music to art to food. The restaurant scene in Lancaster has exploded in recent years and the downtown area is known for its architecture, local boutiques, and art galleries.

Lancaster is conveniently located within relatively close proximity to several major east coast cities including: Philadelphia, PA (1 hr. 30 min.), Baltimore, MD (1hr. 30 min.), Washington, DC (2 hrs 20 min.), and New York, NY (2 hrs. 45 min.).

**Highlights**
- Excellent primary and secondary public and private schools
- Central Market, the nation’s oldest continuously operating farmer’s market, open year-round
- Lancaster Barnstormers—Atlantic League Professional baseball

**Cultural Opportunities**
- Fulton Opera House
- Lancaster Museum of Art
- Pennsylvania Academy of Music
- Lancaster Opera Company
- Art galleries
- Dance & theater companies

**Educational Opportunities**
- Pennsylvania College of Health Sciences
- Franklin & Marshall College
- Millersville University
- Harrisburg Area Community College
- Pennsylvania College of Art & Design
- And other secondary educational institutions

**Discover**
To learn more about Lancaster County and Central Pennsylvania, visit:

**Pennsylvania Dutch Convention & Visitors Bureau**
www.padutchcountry.com

**Lancaster Chamber of Commerce & Industry**
www.lancasterchamber.com

**Relocating in Central Pennsylvania**
www.relocatingcentralpa.com