The Lancaster General Hospital Family Medicine Residency Program has an extraordinary commitment to excellence. This characteristic permeates the culture of our program and institution. Our clinical team goes the “extra mile” for patients. Our educational team assures that residents receive a top-notch educational experience. Our residents enhance the quality of life of their patients and the communities they serve. When our residents graduate, this drive for excellence helps them improve the health and well-being of their new communities.

A message from our Program Director

Pamela Vnenchak, MD
Program Director

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.

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.

Kevin Robertson, MD, Class of 2020, Patricia Carr Reese, MD, Class of 2020 and Noelle Prescott, MD, 2019 graduate, are shown in front of the Malamulo Adventist Hospital on their elective rotation in Malawi.
Women & Babies Hospital, which was the first PA hospital to be designated Baby-Friendly®, delivered 4,237 babies in FY 18.

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 2018

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

The 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.

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*For FY 2018

Lancaster General Health
Statistics and Recognitions*

- Lancaster General Health (LG Health), a member of the University of Pennsylvania Health System (Penn Medicine), is a 786-licensed bed (as of June 2019) not-for-profit health system with a comprehensive network of care encompassing Lancaster General Hospital (LGH), Women & Babies Hospital, Lancaster Rehabilitation Hospital (in partnership with Kindred Healthcare), and Lancaster Behavioral Health Hospital (in partnership with UHS). 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 health care system.

- Lancaster General Hospital (LGH), the keystone of the LG Health system, was ranked 6th best hospital in Pennsylvania by U.S. News & World Report Best Hospitals 2018-19. It is one of only 48 hospitals in the nation to earn the “high performing” rating in all nine types of common procedures and conditions.

- Lancaster General Health performed 40,616 surgical procedures and had 36,130 discharges (including births) in FY 18.

- Our Emergency Department & Level II Trauma Center had 117,699 visits in FY 18.

- 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 168,000 patients.

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

- Centering Pregnancy
Centering Pregnancy

Group prenatal visits

In May 2019, the Lancaster General Hospital 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 five to eight 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. Heidi Kistler, faculty leader from Family & Community Medicine (back row), Tracy Green, nurse co-leader (back row), and Dr. Jiefu Yuan resident co-leader (back row) meet with a prenatal patient group for Centering Pregnancy care.
Areas of focus

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. Penn Medicine 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 are encouraged to 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:
• Academic Medicine
• Addictions Medicine
• Adolescent Medicine
• Genomics
• Geriatrics
• Global Health
• HIV Medicine
• Integrative Medicine
• Medical Leadership/Practice Management
• Obstetrics
• Palliative Medicine
• Population Health
• Research
• Rural Health
• Sports Medicine
• Urban Underserved
• Women’s Healthcare

Lancaster General Health Physicians Comprehensive Care has been part of the Lancaster General Hospital Family Medicine Residency Program since 1997 and is one of four practices affiliated with the residency program. Comprehensive Care has been funded by the DHHS Ryan White Care Act since 1999. Our clinic cares for the vast majority of people living with HIV/AIDS who reside in Lancaster County. All our physicians are family medicine trained with additional certification in HIV Medicine through the American Academy of HIV Medicine (AAHIVM). Our goal is to provide both primary and some types of specialty care in the same setting. We also treat hepatitis B and C, use medications for Opioid Use Disorder, and provide hormone therapy for transgender and gender non-conforming folks. Our program provides an area of concentration in HIV/AIDS medicine for up to two third-year residents a year which is rigorous enough to allow residents to sit for the AAHIVM HIV specialist certification exam after graduation. As HIV has become a chronic illness, it highlights the need for family physicians to develop the knowledge needed to care for people in this population.

Adam C. Lake, MD, FAAFP, AAHIVS, FACMQ
Adjunct Faculty Member and Medical Director – LG Health Physicians Comprehensive Care
Experience in a multi-cultural setting

Lancaster Health Center (LHC), formerly Southeast Lancaster Health Services, is a Community Health Center (CHC) and a Federally Qualified Health Center (FQHC) in Lancaster City. It serves a largely underserved, underinsured and uninsured population. The patient population is diverse. It cares for patients from more than 40 countries around the world. The goal of the center is that, 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 they have a medical home. While so many countries are represented in the patient population, a large percentage of the patients are Spanish-speaking.

The Lancaster General Hospital Family Medicine Residency Program has had a strong collaboration with Lancaster Health Center for over 20 years. Many of the physicians who practice at the center are graduates of our residency program. Our residents deliver all of the babies of mothers that receive prenatal care at the center. In 2018 there were 380 deliveries. During the gynecology rotation, residents help to staff the Long Acting Reversible Contraception (LARC) clinic. Residents have the opportunity to do electives at the center. Here they learn to provide excellent, evidence-based care that is linguistically appropriate and culturally competent.

Dr. Kirsten Johnsen Martin, a 2007 graduate of the Lancaster General Hospital Family Medicine Residency Program and former Medical Director of Lancaster Health Center who recently rejoined the residency program faculty, states: “I believe in the mission of Lancaster Health Center, and I have always had a desire to serve this community, providing full-spectrum family practice care, from birth to death. The Lancaster General Hospital Residency Program equipped me to do just that, for which I am incredibly grateful!”
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 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.

William A. Fife, Jr., MD
Director of Community Medicine Rotation; Associate Director, Family and Community Medicine

Local refugee family.
Care Connections

Care Connections is our health care delivery model for persons with complex health and social needs. It is an innovative, intensive, holistic and multidisciplinary primary care medical home for patients with complex illness. It is one way Penn Medicine Lancaster General Health is transforming healthcare.

Care Connections is designed to serve patients with a mixture of chronic disease and behavioral health issues, who have been admitted to the hospital multiple times in the past year. The clinic focuses on treating people holistically, including addressing issues around the social determinants of health.

The program provides quality care with a customized experience, while lowering overall healthcare costs and utilization. The medical team is supported by patient care navigators, a social worker, a chaplain, care management nurses, a behavioral health psychologist and a clinical pharmacist. The clinic also utilizes a Medical Legal Attorney and a Financial Case Manager as part of the care team.

All residents have a chance to rotate through Care Connections during their Community Medicine Rotation and can do a month elective at Care Connections.

Care Connections began as a pilot within the Lancaster General Hospital Family Medicine Residency Program. From 40 patients to over 700, 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 and continues to be redesigned 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 population health management. Time in the Fellowship is split between clinical work in Care Connections and work within our Accountable Care Organization, Lancaster General Health Community 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 or the Pennsylvania College of Health Sciences. The Fellow is also expected to teach in the Lancaster General Hospital Family Medicine Residency Program.

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 complex 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
- Workforce development and team-based care.

The Population Health Fellow is directed by Jeffrey R. Martin, MD, FAAFP, who serves as Chair of Family and Community Medicine.
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. With 50 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

The Class of 2021
The “medical home” is a fashionable term in today’s medical landscape. We at the Lancaster General Hospital Family Medicine Residency Program 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 Family 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 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 Penn Medicine 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 Hospital Family Medicine Residency Program

• Dedicating itself to excellence in lifelong learning, service and teamwork. We strive to create an educational environment conducive to creativity, innovation and personal growth.
• Provides patients with a medical home when they receive comprehensive and respectful care is an ongoing relationship with a personal physician, regardless of ability to pay.
• Is a valuable community resource for health promotion, education and service.
• Is recognized in the discipline of family medicine as a program of clinical and academic excellence.
• Is an essential component in helping Penn Medicine 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 (1 hr. 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 Theatre
- Art museums including Lancaster Museum of Art and Demuth Museum
- Live music venues including Chameleon Club
- Opera Lancaster
- Art galleries
- Dance & theater companies
- Weekly, free outdoor concerts at Long’s Park during the summer
- Lancaster Symphony
- Sight & Sound Theatre

**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

For more information on our Family Medicine Residency Program, contact Jessica L. Blackburn, Resident Recruiter, at 717-544-7228 or visit our web site at LancasterFamilyMed.org