


Lancaster General Health 
Family Medicine Residency Program

Become the
Family Physician you Envision



A message from our Program Director



The Lancaster General Health 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, and 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 handwritten signature in black ink that reads "Stephen Ratcliffe".

Stephen D. Ratcliffe, MD, MSPH,
Program Director

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.

Through a rich mixture of hospital and community resources, dedicated and talented faculty and a diverse spectrum of patients, we challenge and support our residents to become the family physicians they envision. With knowledge, experience, and skill our graduates are prepared for a successful future.

Lancaster General Health is proud of our residency program, one of the original family medicine residency programs in America. For more than 40 years, our program has been attracting some of the most talented medical students in the United States.

The Family Medicine Residency Program is an essential component that helps our hospital meet its charitable mission and educational vision. We promote the principle that the family medicine physician is integral to holistic and compassionate healthcare throughout the life cycle.



Lancaster General Health Family Medicine Residency graduate, David Dumomay, MD, volunteered to assist after the Haitian earthquake.

Lancaster General Hospital Statistics and recognitions

- Our annual admissions exceed 40,000.
- We perform more than 36,800 surgical procedures each year.
- Our Emergency Department & Trauma Center treats more than 105,000 patients annually.
- Lancaster General Health is a JCAHO Certified Primary Stroke Center. The comprehensive team provides treatment to more than 560 stroke patients each year.
- Lancaster General Health Suburban Outpatient Pavilion provides diagnostic testing, wellness programs, lab work, same-day surgery and other outpatient services to 1,500 patients daily.
- Lancaster General Health Heart Center has performed more than 17,000 open heart procedures and 110,000 cardiac catheterization lab procedures.
- At Women & Babies Hospital, we deliver more than 5,100 babies each year.
- Lancaster General Health has been recognized as one of the top 100 hospitals for 12 years.
- Our 885-member medical and dental staff includes every major specialty and most sub-specialties as well as 245 practicing family medicine physicians.

“I have had the privilege of working with many of our residents over the past nine years at Lancaster General Health. I am continually impressed with the level of commitment our residents have to our patients, our health system and our community. We are all fortunate to have such a talented, caring and compassionate group of physicians in our midst. Having had the opportunity to work with these distinguished individuals has made me a better doctor.”

—Paul Conslato, MD
*Adult Medicine Specialists,
Lancaster General Medical Group*





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. 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 indigent populations.

Community Involvement

During their first year in the program, residents select areas of community service, such as working at a medical clinic at the local homeless shelter, assisting with care at a women's shelter or providing medical care to migrant farm workers. 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 with 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.

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

Experience in a multi-cultural setting

I am very thankful to the Lancaster General Health Family Medicine Residency Program. In my search for a residency program, I sought a broad-based family medicine educational experience in a multi-cultural setting. I also had a strong interest in learning more about HIV medicine. I found that no other program could offer such a diverse educational experience in both urban and rural settings, for inpatient and outpatient obstetrics, pediatrics and medicine, with a strong focus on improving patient access to healthcare. The education I gained through the program has allowed me to practice in

many settings—in a community health center providing care to the uninsured, in a rural Pennsylvania emergency room, in the Comprehensive Care Clinic caring for those with HIV, on a high school football field, in a labor and delivery suite after offering continuous prenatal care and in the hospital working with enthusiastic and knowledgeable residents learning the best approach to family medical care.

William J. Fife, Jr., MD
Medical Director, Southeast Community Health Center, Lancaster, and Residency Program Graduate



A Nursing Perspective

Family and Community Medicine is a unique and rewarding department to work in at Lancaster General Health. It is exciting to watch the personal growth of the residents, as they provide professional and compassionate healthcare to the patients of the communities we serve. In my 25 years working in Family Health Services, I have seen the faculty physicians and nurses work as a team to mentor some of the finest family medicine physicians. It is an honor to work with these residents each and every day.

—Nina Good, RN

*Family Health Services,
Lancaster General Health*

Combining careers and families

When I first thought about a career in medicine, I wondered how I would be able to balance medicine and my personal life. Family is very important to me, which is why I chose to specialize in family medicine. I had no idea how this would work out, but I trusted somehow, someway anything was possible. Fortunately, I was not alone in this situation. In medical school, we had a group of women with families including Nancy Brenton, MD. We entered residency at

Lancaster General Health during the same year. We were thankful that the residency program provided us with the flexibility to complete our training over an extended period of time.

After residency, Nancy and I were fortunate to obtain part-time positions with Lancaster General Medical Group, a network of physician practices that provides complete family healthcare, including routine pregnancy and

delivery, pediatrics and adult care. Our professional and personal lives have intertwined in the most amazing way. We not only work together, but we are able to help each other out with childcare responsibilities. For the past four years, we have worked opposite schedules so that on the days that I am not working, I am babysitting Nancy's son, and on the days when I am working, my son goes to Nancy's house. Perhaps it takes a village to raise a child, but in our homes we try to get by with four adults to make certain that six children are taken care of.

Although it is not an easy task to balance the demands of work and family, I feel very fortunate to have found myself surrounded by people who understand and support my decisions. I have found a place in the Lancaster General Health community where I am able to be part of a wonderful full-spectrum family practice while I do the most important job of all—being a mom!

Celeste Heckman, MD

Strasburg Family Medicine physician and Residency Program Graduate



Members of Strasburg Family Medicine include (seated, left-right) Christopher Lupold, MD, and Leanne Beidler, MD, (standing, left-right) Nancy Brenton, MD, Christopher Putney, MD, and Celeste Heckman, MD. Drs. Lupold, Brenton, Putney and Heckman are all graduates of our Family Medicine Residency program.

Rewards

Lancaster General Health Family Medicine Residency Program provides a host of opportunities to allow you to become the physician you envision while also maintaining a life outside of medical practice. We believe in the importance of work-life balance and offer several programs to help make it easier for you to have it all.

In addition, residents enjoy:

- Discounted meals in the hospital cafeterias
- Employee fitness center
- Reduced rates at local fitness centers
- Special prices on movie tickets and other arts and entertainment offerings
- And more!

We are continually seeking ways to make the residency experience more enriching, both personally and professionally, and welcome resident input into ways we can help them balance the personal and professional.



Comprehensive Care Medicine (CCM) for HIV/AIDS patients, part of Family Health Services and our residency program, opened in 1997 with approximately 40 patients. As a result of effective antiviral therapy, HIV/AIDS has evolved into a chronic infectious disease that fits the family medicine model of continuity of care. As of 2010, our program, the only HIV/AIDS Comprehensive Care Center in Lancaster County, has provided primary and HIV specialty care for more than 800 people diagnosed with HIV/AIDS. Thanks to a Lancaster General Hospital foundation grant, the CCM offers free weekly rapid HIV testing to members of the Lancaster City and County community. Since 1989, caring for my patients has challenged and gratified me. It is a privilege to say to my patients, “I am your family physician and your HIV specialist.”

—Jeffrey T. Kirchner, DO

Faculty Member and Medical Director of the Comprehensive Care Medicine for HIV



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. Forty years of experience, the support of a knowledgeable and varied medical staff, as well as diverse patient populations allow us to help our graduates achieve their goals.

Christine M. Stabler, MD
Program Deputy Director

Pamela Vnenchak, MD
Assistant Deputy Director



The class of 2013

There's No Place Like Home

Christian L. Hermansen, M.D., *Medical Director,
Downtown Family Medicine*



The “Medical Home” is a fashionable term in today’s medical landscape. We at 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 the residents gain clinical experience – Downtown Family Medicine and the Walter L. Aument Family Health Center.

Downtown Family Medicine 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 consistent with the Future of Family Medicine Project. Patients enjoy expanded appointment options with advanced access scheduling, the benefits of an electronic medical records, and options for group care in pregnancy, diabetes and obesity. Supervision is provided by two preceptors causing increased availability and flexibility for improved resident teaching.

Downtown Family Medicine operates as three micro-practices comprised of faculty, residents, mid-level providers, nurses and support staff. Each team creates their own mission, workflow and special projects. We encourage

each team to be innovators in the delivery of care. We continually seek quality improvement as residents undertake performance improvement projects. These projects cultivate comprehensive, responsive and cutting edge patient care. Various clinics also find their home at Downtown Family Medicine to provide instruction to those in training and care for patients alike. These clinics include the areas of dermatology, colposcopy and hematology. We also seek certification as a state-recognized diabetic medical home.

Only 14 miles south of Lancaster resides our other 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 a myriad of faculty and community preceptors. Orthopedic, ENT and cardiovascular procedures are taught to providers and available for patients.

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 forward to welcoming 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 meet both its charitable mission and its educational vision.

Living in Lancaster County

While famous for its Amish population, tranquil farms and panoramic views, Lancaster County has much more to offer. The area blends urban, suburban and rural, past and future, and a broad array of lifestyles. According to the 2000 Census Bureau statistics, Lancaster County is one of the largest counties in the state. It is ethnically diverse and includes the fourth largest Hispanic population of all counties in Pennsylvania.

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 baseball

Cultural Opportunities

- Fulton Opera House
- Lancaster Museum of Art
- Pennsylvania Academy of Music
- Lancaster Opera Company
- Art galleries

For more information on our Family Medicine Residency Program, contact **Sandra Hershey, Recruitment Coordinator**, at (717) 544-7228 or visit our Web site at www.LancasterFamilyMed.org.

- Dance & theater companies
- Weekly, free outdoor concerts at Long's Park during the summer
- Lancaster Symphony

Educational Opportunities

- Lancaster General College of Nursing & 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



Holly Russell, MD and Scott Dent, MD,
Family Medicine Residency Graduates



Lancaster General Health



Family Medicine Residency Program

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