



Family Practice Stories:
Teaching Professionalism, Ethics, and Family Medicine Values through Storytelling

Richard D. Feldman, M.D., FAAFP
 Director
 Franciscan Health Indianapolis Family Medicine Residency
 Indianapolis, IN

Clinical Assistant Professor
 Indiana University School of Medicine

Associate Professor
 Marian University College of Osteopathic Medicine

Former Indiana State Health Commissioner

AAFP NATIONAL CONFERENCE
 Family Medicine Residents + Medical Students

DISCLOSURES

Dr. Feldman has no relevant conflicts to disclose

AAFP NATIONAL CONFERENCE

This workshop will present

- The book, *Family Practice Stories*, a tool for longitudinal teaching of professionalism, ethics, and FM values through storytelling
- Introduction to a study and facilitator's guide for the related curriculum and providing at least two example stories
- General discussion of the values of family medicine
- How storytelling can fit well into any curriculum

AAFP NATIONAL CONFERENCE

Workshop Objectives

- List the values and basic tenants of family medicine
- Describe what it is to be a family physician including what they do and believe in.
- Explain the power of teaching professionalism, ethics and family medicine values by example from the words and actions of family medicine's founding fathers.

AAFP NATIONAL CONFERENCE

AAFP NATIONAL CONFERENCE

Family Practice Stories

- Published 2013
- Written and edited by Richard D. Feldman, M.D.
- Indiana Historical Society Press
- Book was a project of the Indiana Academy of Family Physicians Foundation and also supported by the AAFP Foundation's Family Medicine Philanthropic Consortium
- Recipient of the first fellowship grant of the AAFP Foundation's Center for the History of Family Medicine
- All royalties donated to the IAFP Foundation. Author has no financial interest in promoting the book

AAFP NATIONAL CONFERENCE

An Oral History

- Originally intended as a historical work
- Large collection of stories and essays told by, or about, 48 family doctors practicing in the mid-20th century
- Reveals style of practice and how they touched their patients and their communities
- Captures stories about our founding fathers before they were lost forever
- A time when professionalism, the art of medicine, and the art of healing were at a zenith
- Today, family medicine emulates the core values and character of these physicians

AAFP NATIONAL CONFERENCE

A Historical Work

- Remembrance of the lives of that Greatest Generation of family doctors who practiced during a crucial time in the history and development of our specialty's philosophical underpinnings

AAFP NATIONAL CONFERENCE

A Tool for Teaching Professionalism, Ethics and Values

- There are lessons to be learned from the collective wisdom and life experiences of these doctors

AAFP NATIONAL CONFERENCE

Organization of the Book

The book is divided into three sections

- The history and development of family medicine
 - Details traditions, principles, beliefs, and values of family medicine
- A collection of perspectives on various subjects
- A large collection of stories told by older family physicians

AAFP NATIONAL CONFERENCE

The Stories

- Specific episodes; some stories are humorous, some sad, others touching
- Each story stands by itself as a single chapter taken from original transcripts
- The reader will gain an appreciation of this time-honored period in medicine

AAFP NATIONAL CONFERENCE

The Study and Facilitator's Guide

- Presented here is a curriculum guide for utilizing selected stories for group discussion with a faculty (or resident?) facilitator
- Placed on Residency Curriculum Resource (RCR) of the AFMRD/STFM under PGY2 and 3/Ethics/professionalism

AAFP NATIONAL CONFERENCE

The Study and Facilitator's Guide

- Residency programs and medical schools have utilized this book as a longitudinal curriculum tool
- Remedially for individual residents with pervasive problems with professionalism
- There is no better way to teach professionalism and values than to place the discussion in the context of the lives and values of family medicine's elder statesmen

AAFP NATIONAL CONFERENCE

Key Points

- The importance of professionalism and ethics in medicine is increasingly emphasized
- An essential element for residency accreditation inclusion in the ACGME competencies, milestones, and the CLER site visits
- We tend not to discuss our basic values in FM as we once did years ago.
- There is value in focusing on professionalism specifically as it relates to the specialty of family medicine
- Storytelling and analysis of the messages and potential lessons contained in narratives through group discussion are ideal ways in which to consider professionalism and ethics
- The oral histories of family medicine's Greatest Generation are also a powerful way to discover or rediscover the specialty's values

AAFP NATIONAL CONFERENCE

Study Guide Objectives

- Discuss the core values of family medicine
- Define professionalism in the context of medical practice
- Describe the professional, ethical, and personal characteristics of what makes an effective family physician
- Discuss how the practice and values of family medicine have changed over the past 60 years
- Identify the contemporary barriers and pressures that discourage optimal professionalism in medical practice

AAFP NATIONAL CONFERENCE

Study Guide Objectives

- Discuss how the "art of medicine" and the "art of healing" relates to professionalism
- Describe the value of "mindfulness" in the practice of medicine, and how it can promote meaningful relationships with patients
- Develop an action plan for incorporating major elements of professionalism in one's practice

AAFP NATIONAL CONFERENCE

Process

- Simple for the facilitator
- Stories are short and can be read aloud in a group setting by one of the residents
- Stories are summarized in the Study Guide
- Suggested questions to ask the group for each story

AAFP NATIONAL CONFERENCE

Process

- Discussions are free-flowing
- No correct or incorrect responses
- Facilitator, generally a faculty member, guides the group discussion by use of the questions in the study guide
- Millennials like interactive experiences, not lectures

AAFP NATIONAL CONFERENCE

Some Thoughts

- Physicians are part of something of great importance, and something that is bigger than oneself
- If anything characterizes our founding fathers of family medicine.... it was *being there* for their patients

AAFP NATIONAL CONFERENCE

Example Study Guide Story and Questions

Chapter 14-A Lesson in Professionalism

This is a story about a patient who owed the doctor a large amount of money for the care that he received. The doctor collected a nominal amount of money from the patient each month to pay off the bill even though it cost more money to send the bill compared to the amount collected. Dr. Feldman also bartered for services when patients could not pay their bill and occasionally had patients do odd jobs around his home (repair work, landscaping, etc.). The physician was very concerned about preserving his patient's dignity and self-respect. Many patients were eager to work off their bills rather than accept charity.

AAFP NATIONAL CONFERENCE

Example Study Guide Story and Questions

- How does this story relate to professionalism? Is it all about the money nowadays? How have things changed in medicine and why?
- What do you do in your practice that preserves a patient's dignity?
- Would this scenario likely occur today?
- Were professional boundaries blurred?
- Would you feel comfortable having patients at your home working off their bill?

AAFP NATIONAL CONFERENCE

Availability

The book is available through:

- Amazon http://www.amazon.com/s/ref=nb_sb_noss?url=search-alias%3Daps&field (keywords=family+practice+stories)
- Indiana Historical Society Press <http://shop.indianahistory.org>SelectSKU.aspx?skuid=101142>
- Also available through other outlets including Barnes and Noble
- Available on all e-book formats

AAFP NATIONAL CONFERENCE

Study Guide Authors and Contact information

Richard D. Feldman, M.D., FAAFP
 Jacqueline A. Maxwell, Psy.D., HSPP
 Franciscan Health Indianapolis Family Medicine Residency
 5230A East Stop 11 Road #250
 Indianapolis, Indiana 46237
 317-528-8641
richard.feldman@franciscanalliance.org
jacqueline.maxwell@franciscanalliance.org

AAFP NATIONAL CONFERENCE

Further Reading

- Charon, R. At the Membranes of Care: Stories in Narrative Medicine. *Acad Med*. 2012; 87:342-7
- Coulehan, J. MD. Today's Professionalism: Engaging the Mind but Not the Heart. *Acad Med* 2005; 80:892-898
- Quaintance, J.L., Arnold, L., & Thompson, G.S. What Students Learn about Professionalism from Faculty Stories: An "Appreciative Inquiry" Approach. *Acad Med* 2010; 85(1):118-23
- O'Sullivan, H., Van Mook, W., Fewtrell, R., & Wass, V. Integrating Professionalism Into the Curriculum: AMEE guide no. 61. *Medical Teacher* 2012; 34:e64-e77
- Shapiro, J., Nixon, L.L., Wear, S.E., & Doukas, D.J. Medical Professionalism: What the Study of Literature Can Contribute to the Conversation. *Philosophy, Ethics and Humanities in Medicine* 2015 10:10
- Wald, H.S., Davis, S.W., Reis, S.P., Monroe, A.D., & Borkan, J.M. Reflecting on Reflections: Enhancement of Medical Education Curriculum with Structured Field Notes and Guided Feedback. *Acad Med* 2009;84: 830-837

AAFP NATIONAL CONFERENCE

- Discussion of Values and Basic Tenants of Family Medicine
- Who Are We and What Do We Believe In?

AAFP NATIONAL CONFERENCE

Summary Statements of Our Values

- Comprehensive, continuous, compassionate, personalized first contact care for all people throughout the lifespan within the context of the family and community.
- Committed to whole person care, not just diseases, fostering an environment of trust and mutual respect. Family Physicians value mindful communication and continuous healing relationships over time. Family Medicine has always been patient-centered.
- Committed to patient advocacy and coordination of care while navigating the patient, through the health-care system. Family physicians have always been trusted advisors and compassionate counselors. We are driven by the need to make people whole in mind, body, and spirit.
- Family physicians are committed to, and involved in, their communities.
- Newer additions to our values: cultural sensitivity and shared decision-making

AAFP NATIONAL CONFERENCE

The Bottom Line

Relationship!

We have been honored to be invited into the lives of our patients.

AAFP NATIONAL CONFERENCE

Let your voice be heard!

Evaluate workshops on the NC app



AAFP NATIONAL CONFERENCE

Stay Connected



www.facebook.com/fmignetwork



@aafp_fmig

Use #AAFPNC

