

## ***Family Practice Stories:*** **Teaching Professionalism and Ethics through Storytelling**

**Richard D. Feldman, M.D., FAAFP**  
Director, Franciscan Health 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

**Jacqueline A. Maxwell, Psy.D., HSPP**  
Assistant Director  
Franciscan Health Family Medicine Residency



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## **Disclosures**

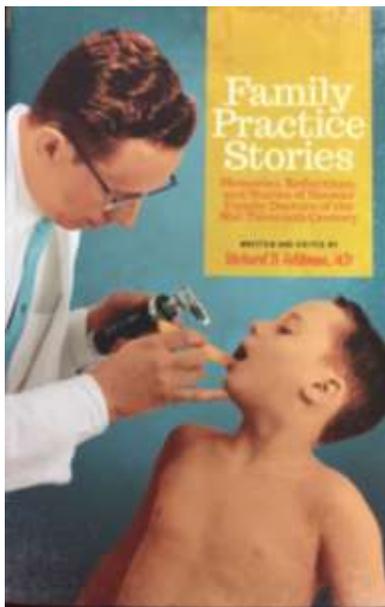
- Dr. Feldman and Dr. Maxwell have no relevant conflicts to disclose

## This workshop will present

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

## Workshop Objectives

- Implement curriculum to
  - Bolster professionalism training
  - Tailoring it to meet the residency's specific culture and needs
- Explain the power of teaching professionalism by example from the words and actions of family medicine's founding fathers
- Describe, by use of the study guide, a strategy for a facilitator to lead the discussion for learners



## 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**

# 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

# Historical commentary

- Culture of medicine of that time
  - White males
- The patient and physician's story changes with culture
  - The role of women and minority physicians
  - The role of changing landscape of our patients

## 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

## A Tool for Teaching Professionalism and Ethics

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

# 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

# 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

## 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
- A resource for a longitudinal experience in ethics/professionalism in a group setting of residents and faculty
- Placed on Residency Curriculum Resource (RCR) of the AFMRD/STFM under PGY2 and 3/Ethics/professionalism

## 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 than to place the discussion in the context of the lives and values of family medicine's elder statesmen

# Key Points

- The importance of professionalism and ethics in medicine increasingly emphasized
- An essential element for residency accreditation inclusion in the ACGME competencies, milestones, and the CLER site visits
- 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 a powerful way to
  - Explore issues of professionalism
  - Rediscover the specialty's values

# Study Guide Objectives

- 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

## 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

## 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
- Reading is recommended as a homework assignment for the longer chapters in the Reflections portion of the book.

# 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
- Participation of faculty is encouraged to add different perspectives
- Millennials like interactive experiences, not lectures

# What to expect

- No pressure to answer all questions
- Group will start talking
- Faculty may jump in
  - Share their own stories
- Keep the processing going
- Group dynamics
  - Talkers/silence

## Settings to implement

- Noon Conference
  - Professionalism
  - Cases
- Support Group(s)
- Retreats
- Other Settings

## 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
- It was all about relationship

## Some things to consider

- This book is not necessary for you to develop your own patient stories
- This curriculum only a guide
  - Create your own collection of stories and write your own questions for discussion
  - Have your learners share/tell their patient/physician stories

## 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.

## 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?

## Availability

The book is available through:

- Amazon  
[http://www.amazon.com/s/ref=nb\\_sb\\_noss?url=search-alias%3Daps&field](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

## Study Guide Authors and Contact information

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

[richard.feldman@franciscanalliance.org](mailto:richard.feldman@franciscanalliance.org)  
[jacqueline.maxwell@franciscanalliance.org](mailto:jacqueline.maxwell@franciscanalliance.org)

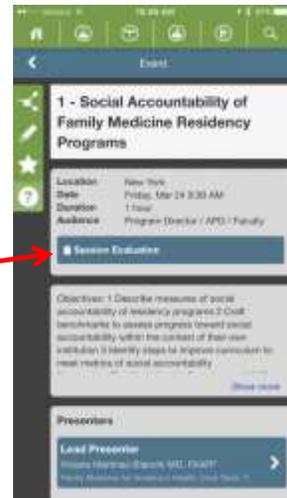
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