

2018 Nicholas J. Pisacano, MD Lecture:

# Caring for the Tribe

David Loxterkamp, MD

PDW and RPS Residency Education Symposium  
March 23, 2018 Kansas City, MO



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FAMILY PHYSICIANS

I declare no competing interests.

How and where we train residents is as important as what we teach them.



## Caution Ahead!



- EHRs and the burden of checklist medicine.
- Expanding role of non-physician providers.
- Rise of primary care subspecialists.
- Balkanization of primary care.
- Drudgery of chronic care management.
- Loss of investment in our work.



PHQ-9

*MCR Health Risk Survey*

Pay for Performance

Fall Risk Survey

# Meaningful Use

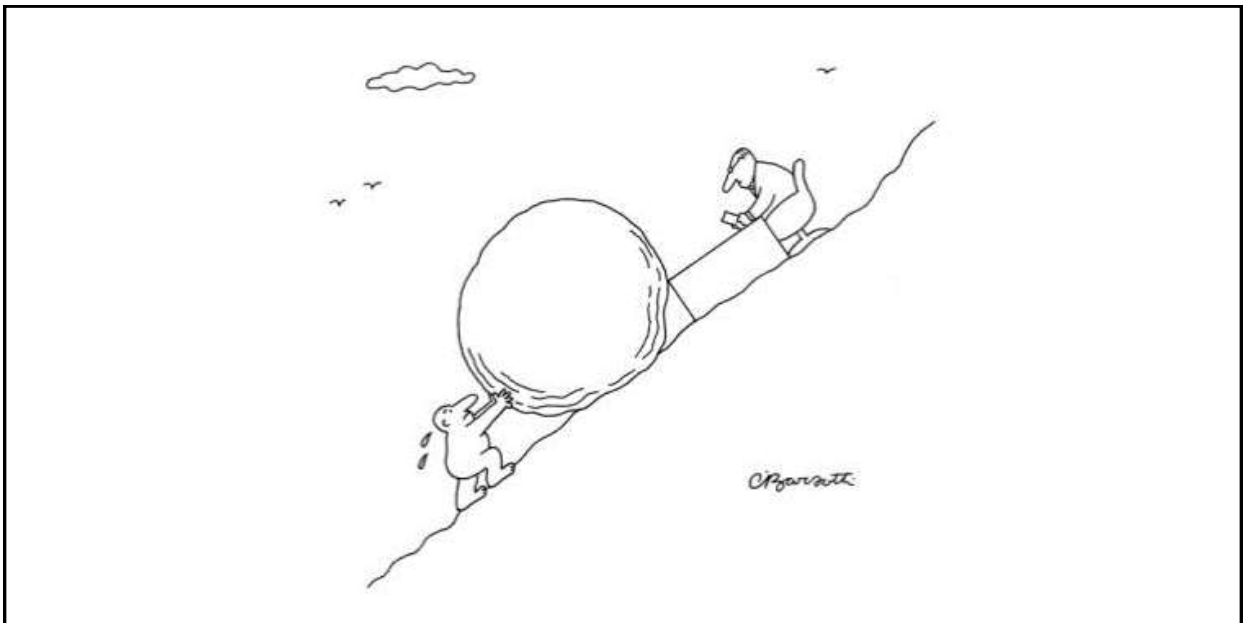
SBIRT

NCQA Level III

*PCMH*

5

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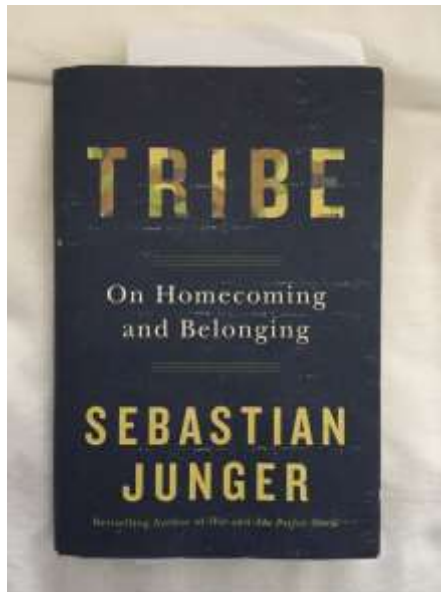


6

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Inbox	
View by Type ▾	
Urgent Tasks	1
Encounters	0
Appointment Requests	4
Patient Cases	11
Orders / Rx / Auths	15
Lab / Imaging	23
Clinical Documents	51
Admin / Phone Messages	5
Unknown Documents	0
Need Followup	1
<b>Total</b>	<b>110</b>





Egalitarianism  
Freedom  
Connection  
Sacrifice  
Loyalty

Daniel Pink  
Science of Motivation

Edward L Deci & Richard Ryan  
Self Determination Theory

Autonomy  
Mastery  
Purpose

Autonomy  
Mastery  
Connection

Science of Motivation

Self Determination Theory

Autonomy  
Mastery  
Purpose =

Autonomy  
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Connection

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## Corporate vs. Tribal Culture

# Corporate Tribal

<b>Top down</b>	<b>Outside in</b>
Follow the dollar	Follow the need
Rules	Principles
Conformity	Innovation
Piecemeal	Holistic
Industrial design	Beauty
Encounters	Visits
Empire-building	Community-building
Work / life	Work = life

15

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16

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17

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18

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19

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20

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21

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22

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23

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24

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## Does Your Family Medicine Center

- make continuity of care a top priority?
- draw patients who are a cross-section of the community?
- serve as an oasis of beauty and order?
- work as a team, not just resemble a team?
- foster conversations about our values?
- push the state of the art in ambulatory care?
- hire faculty who inspire by their example?

Q. What is health?

27

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A. Health is membership

Wendell Berry

28

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Q. What is a family doctor?

A. Someone who is generalist-trained, relationship-centered, and community-minded.

Q. What do doctors need?

A. What our patients need:  
the support, guidance, and  
resilience of a community.



Egalitarianism  
Freedom  
Connection  
Sacrifice  
Loyalty

33

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34

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35

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36

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Traveler, there is no way.  
The way is made by walking.

Antonio Machado



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STRONG MEDICINE FOR AMERICA