**Project Update:**

**Transforming an internal medicine academic teaching clinic with resident teams**

James Powell, MD

Aniel Rao, MD: Co-chief resident 2014-2015

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In July 2014, residents were divided into teams of three that were designated by different colors. This academic year, the assignments were updated given senior residents who graduated last year were no longer present in the teams.

Initially, the resident team model was shared with the residents, clinic attending physicians, and several clinic staff members. However, we noticed that when patients were calling in to make appointments, they were not necessarily having appointments with their team’s physicians. On a few occasions, we met with clinic staff to ensure nurses and schedulers, who were vital in execution of this project, were aware of the resident team model. Thus, the patients could in fact be scheduled according to their designated teams. Since that time, we finished creating surveys to provide to randomly selected patients and residents. The patient survey includes questions like “how often are you able to see your primary doctor?” and even, “do you know which color team you are a part of in clinic?” to determine patients’ knowledge of their team’s physicians. If patients are aware of their team affiliation, they can also help ensure they see their team’s physicians when calling to make appointments. The resident survey also asks residents if they are aware of their color team affiliation. Recently, IRB forms were completed and approval was requested to conduct the patient surveys, and we are awaiting response to initiate survey distribution.

Once IRB approval is determined, then we can also review other metrics we plan to study, including “no show” rates and how often patients have in fact been seeing their designated resident PCP.

Funds: $1500 to be used this spring to cover several residents attending national conference and a faculty member attending a national conference.