WILLIAMSPORT FAMILY MEDICINE RESIDENCY
Welcome from Our CEO

We are honored that you are considering family medicine training with the Williamsport Family Medicine Residency. Administered by Susquehanna Health, a four-hospital integrated health system, we serve patients from an 11-county region in northcentral Pennsylvania. Susquehanna Health is a leader in the healthcare industry and is recognized through numerous awards on the national and state level for exceptional clinical care. We are especially proud of the designation that Williamsport Regional Medical Center is the fourth safest hospital in the country and first in Pennsylvania. Also, in 2014 the American Hospital Association recognized Susquehanna Health among the “Top 20 Most Wired Hospitals” in the nation.

In 2012, Susquehanna Health completed a six-year, $250-million initiative to redevelop and update facilities in order to serve our patients with the quality of care they have come to expect from us. This redevelopment project is consistent with the Susquehanna Health mission, vision and values, and it affords contemporary best practice medical care in a safe, efficient, flexible and aesthetically pleasing environment that is conducive to health and healing. Williamsport Regional Medical Center’s Susquehanna Tower was one of the developments and serves as a focus for high quality, accessible care in the city’s core and as an anchor for economic development. The Health Innovation Center, constructed adjacent to Susquehanna Tower, was the next phase of continued growth. As a centralized hub of healthcare specialists, the Health Innovation Center offers patients easy access to a complete line of services in a single visit. The Family Medicine Residency Center suite occupies the entire fourth floor of this state-of-the-art building and is a shining example of Susquehanna Health’s commitment to the community and to the education of future healthcare professionals.

The Williamsport Family Medicine Residency is an integral part of our overall services. With a full-time faculty of 11 physician educators and more than 150 attending physicians who voluntarily share their experience and medical expertise with our residents, the program grounds its trainees in the essentials of high quality, compassionate care. Since its establishment in 1974, over 250 physicians have graduated from our residency program.

We hope you will take the time to examine all that Susquehanna Health and the Williamsport Family Medicine Residency have to offer. To learn more, visit our website at SusquehannaHealth.org.

Best wishes to you as you pursue your medical training.

Steven P. Johnson
President & CEO

Letter from Our Program Director

On behalf of the faculty, residents and administration of the Williamsport Family Medicine Residency, we welcome and encourage you to explore all of the opportunities that our dually accredited family medicine program has to offer. Over the past 40 years, our residency has successfully established and continues to nurture a positive learning environment that stimulates personal growth and allows for both academic and professional development. We teach the fundamentals of full-spectrum family medicine in a robust manner, enabling our graduates to provide exceptional patient care in the clinical settings of their choice.

Exciting times await you here in Williamsport! In 2012, Susquehanna Health unveiled a state-of-the-art patient tower that features a high-tech education and conference center for residents and medical students; surgical suites; a new emergency department and an upscale labor and delivery unit (The Birthplace) which offers a spacious labor suite, Level II nursery and private postpartum rooms. Susquehanna Health continues to create an environment of innovation and change with the newly constructed Health Innovation Center (HIC) that the Residency program proudly calls home. This four-story building is adjacent to the patient tower and offers one-stop shopping for patients seeking outpatient care. Among other improvements, the residency suite occupies the building’s entire fourth floor and boasts 23 spacious exam rooms, two OMT and two minor procedure areas, a consulting room, faculty offices, individual resident workspaces with library and precepting units and a large conference room suitable for mini-lectures and patients’ group visits.

So if you are looking for the opportunity to train in a family medicine residency program that provides a rigorous yet nurturing educational experience in a state-of-the-art facility, then you have come to the right place. We welcome the opportunity to participate in your residency education and to influence lifelong learning.

- Bradley J. Miller, DO

Mission

In support of the goals of Susquehanna Health, our mission is to develop highly competent and compassionate family physicians by providing an exceptional learning environment governed by collegial dialogue and academic exchange that promotes an atmosphere of professionalism and lifelong learning.

Curriculum

Our three-year residency training program meets all national accreditation standards including the American Osteopathic Association (AOA) and the Accreditation Council for Graduate Medical Education (ACGME). Each resident’s learning style is approached systematically to ensure that he/she is completely prepared for broad-based practice. Our comprehensive program is designed for allopathic (MD) as well as osteopathic (DO) residents.

The Family Medicine Residency Center provides residents with the opportunity to learn family-centered care. Each first-year resident is given a panel of families to manage over the ensuing three years, and each panel grows as the resident gains experience. A full spectrum of care is provided in the office from newborn to obstetrics to geriatrics.

Mission

Our mission is to extend God’s healing love by improving the health of those we serve.

Vision

Our vision is to create an integrated community health system that delivers world class care.

Core Values

- Place patients first
- Share ownership
- Lead with a servant’s heart
Curriculum – con’t

Our residency program has achieved and maintained Level III certification in Physician Practice Connections-Patient Centered Medical Home (PPC®-PCMH®) from the National Committee for Quality Assurance. As a result, our residents receive state-of-the-art training in the philosophies and operation of PCMH model practices. This model ensures that necessary patient care is provided or coordinated with other healthcare professionals through patient-directed goals, clear communication and smooth transitions between providers to ensure more effective and efficient care. We are able to monitor population health as well.

Additional information about our conference and rotation schedule is available as an insert in the back of this folder and on our website at SusquehannaHealth.org/FamilyMedicine/Residency.

Facilities

Our office is located in the new Health Innovation Center conveniently attached to Williamsport Regional Medical Center. The Residency Center’s 28 modern exam rooms surround a centralized resident precepting room in a setting that employs features including the abundant use of natural light to create a warm, healing environment. Rooms are equipped for osteopathic manipulative treatment (OMT) and other procedures including excisions, hyfrecation, cryosurgery, punch biopsies, laceration repair, vasectomies, endometrial biopsy, colposcopy, fracture care and counseling.

Williamsport Regional Medical Center:

- 230 licensed acute beds and 22 bassinets
- 13,000 admissions annually
- 16,000 outpatient surgeries annually
- 1,241 births annually
- 50,000 emergency department visits annually
- Level II trauma center, Neonatal Intermediate Care Nursery
- 12,000 patients annually at Family Medicine Residency Center
- Affiliated with Philadelphia College of Osteopathic Medicine, Drexel University, Penn State/Hershey, Temple University and The Commonwealth Medical College

Evaluation

As a resident, you will want to know how well you are progressing; the new Family Medicine milestones allow just that. Our revamped evaluation process provides consistent, standardized, performance progression data at six-month intervals that we present to learners on an individual basis. This gives residents the feedback they crave and allows learners to compare their progress in meeting particular milestones with that of their classmates and peers nationwide.

Our faculty has expertise in recognizing learners’ strengths and weaknesses, and works with individual residents to develop specific educational plans. Residents, in turn, are also evaluators who have regular, confidential opportunities to provide feedback to the faculty and to the program. For more detailed information on our fully electronic evaluation system, please visit our website at SusquehannaHealth.org/FamilyMedicine/Residency and choose “Resident Education” and “Evaluation System.”

Faculty

Susquehanna Health’s medical staff consists of nearly 200 clinicians representing a wide variety of specialties. They are enthusiastic supporters of the Family Medicine Residency Program and generously volunteer extensive amounts of time to teach our residents. Staff physicians also frequently participate in research and clinical trials of various treatment protocols. A listing of full time faculty biographies is available in the back of this booklet and on our website at SusquehannaHealth.org/FamilyMedicine/Residency.

Residents

Residents appreciate that our program is the only residency program in our hospital system which affords learning experiences without competition. A cohesive group, residents support one another and socialize outside of work hours. For more information on our current residents and why they chose the Williamsport Family Medicine Residency, visit our website at SusquehannaHealth.org/FamilyMedicine/Residency and select “About Us.”

Salary and Benefits

The contract year for each resident begins July 1 and ends June 30 of the following year. Salaries and benefits are reviewed on an annual basis, and Susquehanna Health is committed to remaining competitive with other residency programs in the state of Pennsylvania. In addition to health, life, long-term disability and professional liability insurance, our benefits package includes funding for relocation, continuing education, fitness and child care discounts. Additional detail on salary and benefits is included in the back of this booklet and on our website at SusquehannaHealth.org/FamilyMedicine/Residency.

Quality of Life

Williamsport and its surrounding communities offer a variety of lifestyle options. Our area features reasonable cost of living, a manageable pace and beautiful landscapes. This is a safe area, full of cultural, educational, religious and recreational opportunities. Housing is affordable and costs are significantly lower than in metropolitan areas. The Williamsport-Lycoming Young Professionals group is a fine organization that provides networking and social opportunities within the community. Northcentral Pennsylvania is also considered to be a great place to raise a family. Local public, private and religiously affiliated schools are well regarded, and there are many quality, affordable preschools and child-care facilities in the area. Williamsport is culturally blessed through the artists’ series of local colleges and universities. Entertainment in the area includes everything from visual arts, film and theater to music and lecture series. Whether you prefer outdoor activities, shopping, dining or educational events, Williamsport and Lycoming County have much to offer.
Awards
Susquehanna Health’s commitment to providing high quality healthcare to our patients has resulted in state and national recognition. A selection of those awards includes:

- **2014 Susquehanna Health’s Chairman’s Quality Award—GOLD Award for Improving Clinical Experience—Family Medicine Residency Program for development of a chronic pain management program**
- John Boll, DO, Family Medicine Residency Program’s Assistant Director, 2014 Society of Teachers in Family Medicine (STFM) New Faculty Scholar Award
- **2014 Mission: LifeLine® Bronze Plus Quality Achievement Award—American Heart Association—Susquehanna Health**
- **2014 Three-Year Accreditation with Commendation from the Commission on Cancer (CoC), of the American College of Surgeons –Susquehanna Health’s Cancer Center. The Cancer Center has been accredited by the CoC for over 30 years.**
- **2014 Healthstrong® Top 100 Critical Access Hospitals (CAHs) in the U.S. for the second year in a row—SH’s Muncy Valley Hospital. Muncy Valley Hospital is the only CAH named to the list from the state of Pennsylvania.**
- **2014 Advanced Certification for Primary Stroke Centers—Susquehanna Health**
- **2014 “Employer of Choice®”—Susquehanna Health**
- **2013 Top Performer on Key Quality Measures –Susquehanna Health**
- **2013 Susquehanna Health’s Williamsport Regional Medical Center (WRMC) scored the highest patient safety rating in Pennsylvania. On a scale of one to 100, Williamsport Regional Medical Center scored a 72, which places WRMC among the top four hospitals in the U.S. The safety score is compiled using public data on readmissions, complications, communication with patients, infections and the overuse of CT scans. The average score for all ranked hospitals nationwide was a 49.**
- **2013 Williamsport Regional Medical Center was honored with an “A” Hospital Safety Score® by The Leapfrog Group, an independent national nonprofit run by employers and other large purchasers of health benefits. Only 27% of the hospitals surveyed received a score of an “A.”**
- **100 Most Wired Hospitals and Healthcare Systems designation has been awarded to Susquehanna Health for 11 of the past 13 years.**

“**My fiancé and I enjoy the variety that Williamsport has to offer—theater and music, outdoor activities and great food—while still maintaining the friendly feeling of a small, close knit community.**”

Amy Bedient, DO

A Residency Relationship Spanning Four Decades, Five Generations

Five generations of Lisa (Bradley) McGinniss’ family have been cared for by the faculty physicians and resident physicians at the Family Medicine Residency Center for the past four decades. They include Lisa’s grandmother, father, son and granddaughter, Arlaina (not pictured).

Throughout her patient experience, Lisa says she has been very impressed by the communication between the faculty physicians and resident physicians, and the ease with which they transition a patient’s care. She’s aware of the quality of the education and opportunities the residents receive from the program.

“I’ve seen residents go through the program and move on to build practices throughout the region. They train here, often stay here and are able to continue to develop relationships with their mentors and with their patients.”

Lisa McGinniss, Patient