



**Scott Gee, MD**

**“When you have an idea to do something different that could improve quality, it’s important to run with it, because every once in a while, something amazing will happen.”**

**Preventive Health Prompt:** Nothing in Kaiser Permanente is more ubiquitous than the Preventive Health Prompt (PHP) – a series of reminders printed on 17 million patient registration slips a year.

**Pediatrics,**  
Pleasanton

Conceived by Dr. Gee as a way to use CIPS to help implement the 1996 Preventive Care Guidelines, the PHP has evolved into a consistent reminder for both TPMG physicians and their patients about screening tests and immunizations that may be due. “It was the first time we used our computer technology to give the member and the physician a shared decision tool,” notes Dr. Gee. “It also was the first time our members saw the power of our integrated system to do something that no other health care provider could equal.” Implemented regionwide in 1998, the Preventive

Health Prompt has contributed to improving preventive services, including adolescent immunization, diabetic retinal screening, elderly flu vaccinations, Hemoglobin A1c screening and LDL control for patients with coronary artery disease. “One of the drivers of my work is to improve clinical quality,” Dr. Gee comments. “But at the same time I want to make our lives as physicians easier.” With these goals in mind, he’s currently working on a team to assure that the features of the Preventive Health Prompt are integrated into the upcoming KP Health Connect computer system.

Pediatrics

## TPMG Exceptional Contribution Award Winners

### 2000

Wendy Huber, MD, Dermatology, South Sacramento, Latex Allergy Prevention Program  
Tom Kidwell, MD, Ophthalmology, Rancho Cordova, Re-engineering Vision Services  
Keith Matsuoka, MD, Head and Neck Surgery, Hayward, Hearing Aid Centers  
Barry J. Miller, MD, Orthopedics, San Jose, Medical Spine Unit  
Michael Wilkes, MD, Medicine, South San Francisco, Congestive Heart Failure Program

### 2001

Ernie Bodai, MD, Surgery, Roseville/North Valley, Stamp Out Breast Cancer Stamp  
Richard Boise, MD, Pediatrics, Antioch, Pregnancy Teen Counseling Program  
Maria Borquez, MD, Pediatrics, Antioch, Pregnancy Teen Counseling Program  
Susan Kutner, MD, Surgery, San Jose, Breast Cancer Care Delivery  
Brigid McCaw, MD, Medicine, Richmond, Family Violence Prevention Program

### 2002

Louis Fehrenbacher, MD, Oncology, Vallejo, Oncology Clinical Trials Program  
Doug Grey, MD, Surgery, San Francisco, Operation Access  
Walter Kinney, MD, Ob/Gyn, Sacramento, Cervical Cancer Screening  
Ron Melles, MD, Ophthalmology, Redwood City, TrackER and Notewriter  
Michael Wong, MD, Allergy, Stockton, Neighbors in Health

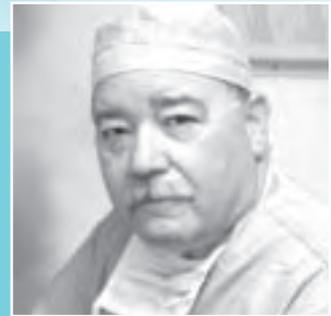
### 2003

Charles Wibbelsman, MD, Adolescent Medicine, San Francisco, Adolescent Health  
Steve Bornstein, MD, Ob/Gyn, South San Francisco, CIPS (Clinical Information Presentation System)  
Ronald Bachman, MD, and Edgar Schoen, MD, Genetics, Oakland, Regional Genetics Service  
Eleanor Levin, MD, Cardiology, Santa Clara, Cholesterol Management, Cardiac Rehabilitation  
& Heart Failure Programs



# TPMG Exceptional Contribution Award

# 2004



# Urology



**Tim Tsang, MD**

**"I'm not a computer geek, but I am interested in technology. With my understanding of how physicians function in their practices, I've been able to design ways for technology to fit into their workflow."**

**E-Consult System:** The e-Consult System, which will be available on every TPMG physician's computer by the end of 2004, began life as the Urology Knowledge Base, created by Dr. Tsang in 1998 to help physicians in San Jose make referrals to his department.

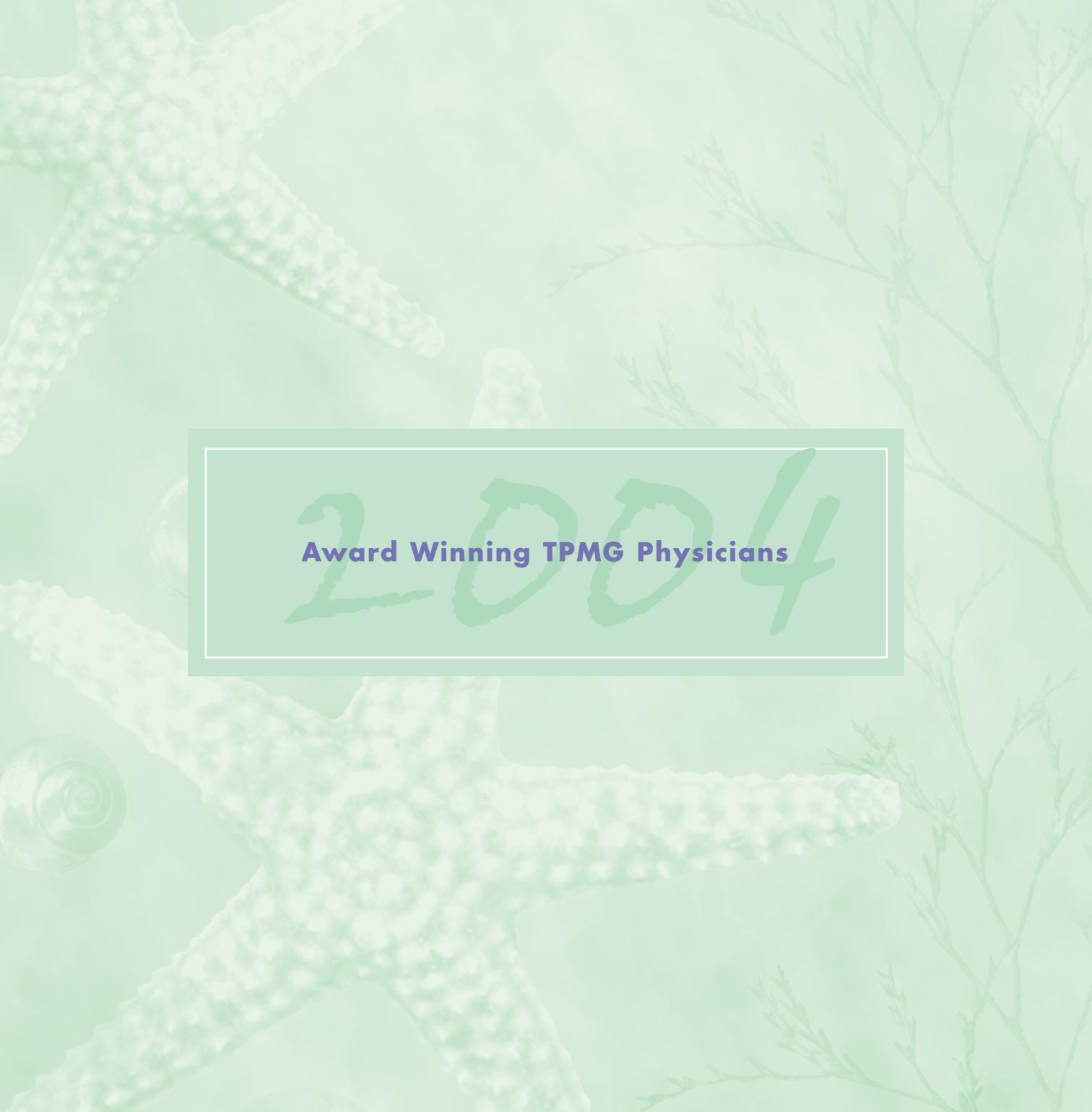
## **Urology,** San Jose

"Before then, all consult requests were transmitted via paper," explains Dr. Tsang. "Turnaround time was long; sometimes the consult got lost or the FAX machine was broken; and there was no way of tracking the requests." By 2000, the system, re-named e-Consult, had spread throughout San Jose and had been adapted for use at South San Francisco and Santa Clara. Concurrently, other facilities were adopting CRES (Consultation/Referral Entry System), which lacked many of the capabilities of e-Consult, but was able to link to the mainframe computer. The new

e-Consult system offers all the benefits of the original e-Consult, such as online questions to help triage the consult and printable patient education materials, as well as the direct booking capabilities of CRES. "It is beyond my wildest dreams that the Urology Knowledge Base would evolve into the enterprise solution that e-Consult is today," he concludes. Dr. Tsang is already working on the next frontier – helping to assure that the features of e-Consult are incorporated into the KP Health Connect system, due for alpha testing in South Sacramento by the end of 2004.



The Exceptional Contribution Award was established by the TPMG Board of Directors in 2000 to honor physicians who have been instrumental in the development and dissemination of new ideas that have a significant impact on patients, colleagues and the broader community. The physicians featured inside received the Award in recognition of exceptional contributions to service and access, quality or professional satisfaction.



**2004**  
**Award Winning TPMG Physicians**

# Medicine



**John Chuck, MD**



**"Mentoring is our first and best opportunity to make a positive, lasting impression on our newest associates."**

## **New Physician Orientation and Mentoring Programs:**

Inspired by the informal mentoring experience he had after joining TPMG in 1989, but believing that "it's too risky to leave a great mentoring relationship to chance," in 1999, Dr. Chuck created one of the first structured mentoring programs in TPMG.

### **Medicine, Davis**

Developed to meet the needs of new primary care physicians joining the Medicine Department in the North Valley, the program formally paired each new hire with a tenured physician on his or her module, and provided them with shared goals and administrative time in which to meet. Dr. Chuck supplemented those one-on-one relationships with a quarterly lecture series delivered by TPMG physicians over a two-year period.

"My experience teaching at university medical centers and as staff education chief in TPMG taught me that the most helpful teachers were TPMG clinicians who

practiced evidence-based medicine," Dr. Chuck explains. In rating the program, 93% of the physicians in the Class of 2003 reported both that consultations with their mentors helped them to acclimate to practice in Permanente, and that the new hire lecture series increased their clinical effectiveness. In recent years, Dr. Chuck has shared his enthusiasm and expertise with other departments in the North Valley and around the region. "It's been a completely satisfying and positive experience," he concludes, "and it just energizes me to try to do even more."



**Pat Hybarger, MD**

**“The San Rafael Mohs Service was conceived as a solution to problems of quality and has evolved into a world class service.”**

## **Mohs Micrographic Surgery & Reconstruction Program:**

In 1984, Dr. Hybarger decided to put an end to the trauma experienced by patients who had skin cancer surgery at a non-KP facility and then had to endure pain and disfigurement until they could undergo reconstructive surgery.

### **Head and Neck Surgery/Mohs, San Rafael**

With the assistance of two dermatologists, Dr. Hybarger developed San Rafael's Mohs Micrographic Surgery & Reconstruction Program, which provides tumor removal and reconstruction in a single operative session. Over the next two decades, he built a team of 11 physicians — a dermatologist, seven head and neck surgeons who treat facial skin cancers, an oculoplastic surgeon who treats lesions involving the orbit, eyelid and globe, and two plastic surgeons who treat large lesions elsewhere on the body. “We’ve become the center for treatment of patients from

around the region with large tumors, because we can handle anything and everything,” Dr. Hybarger notes.

“We’ve never had to refer a case out for reconstruction.” A recent study of more than 9,000 cases of non-melanoma skin cancers treated at San Rafael demonstrated the lowest tumor recurrence rates ever reported in the literature. “I believe that our cure rates are higher because in addition to having the surgeon look at the tissue slides, a board certified pathologist reads the slides on the spot – to assure that all of the cancerous tissue has been removed.”