

# 2023 Grantee Annual Meeting



Hyatt Regency Crystal City At Reagan National Airport  
Arlington, VA

A partnership between





# Striving for Program Excellence: Visioning the Future with Our Communities

Judith Pauwels, MD

Ted Epperly, MD

# Disclosures

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# JOURNEYS; Community; and Conversations

We are all here at  
this conference to  
share hopes,  
stories, and  
individual  
journeys...





# What IS medical excellence?



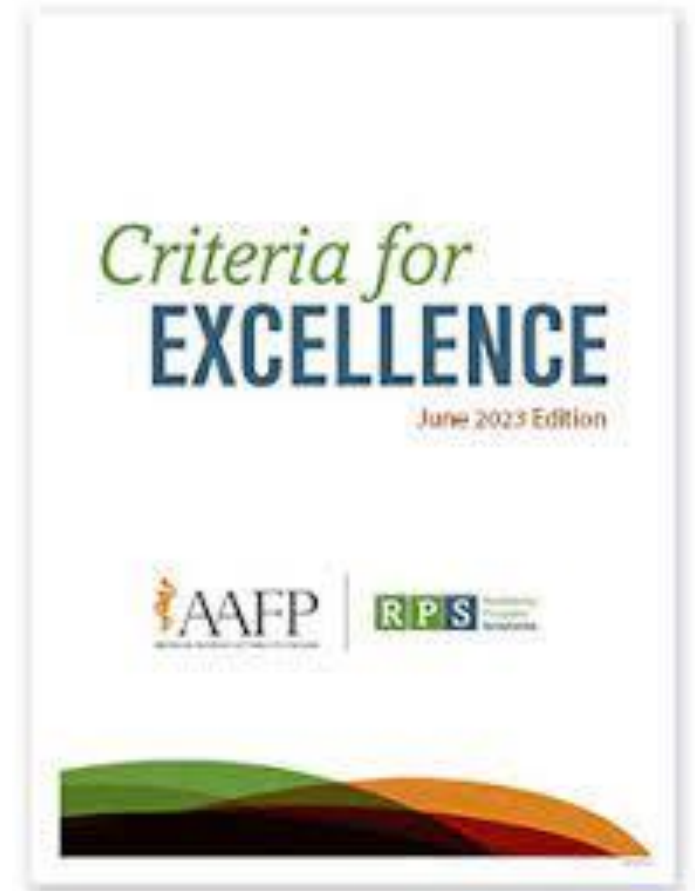
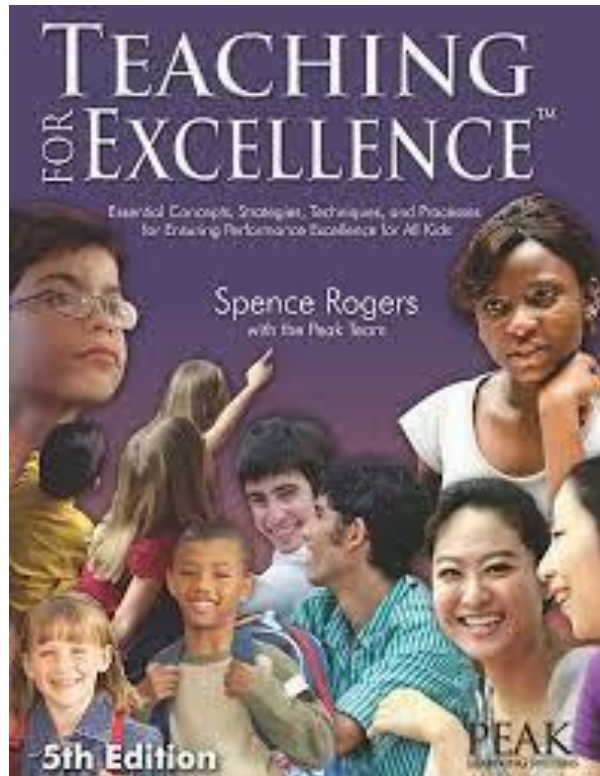
# Journeys; COMMUNITY; and Conversations



## Community hopes and program mission

- Critical focus on mission in the roadmap and program setup
- Each community's needs are different; **excellence as needs-driven**

# What is TEACHING excellence?



# Journeys; Community; and CONVERSATIONS

- The tension:
  - “Excellence” vs “need”: what is “good enough”?
  - Limited resources
- **What does “excellence” mean, and is it still relevant?**
- “Call to action”: maintaining the vision
- Create the “both/and” conversations, forming partnerships, robust education





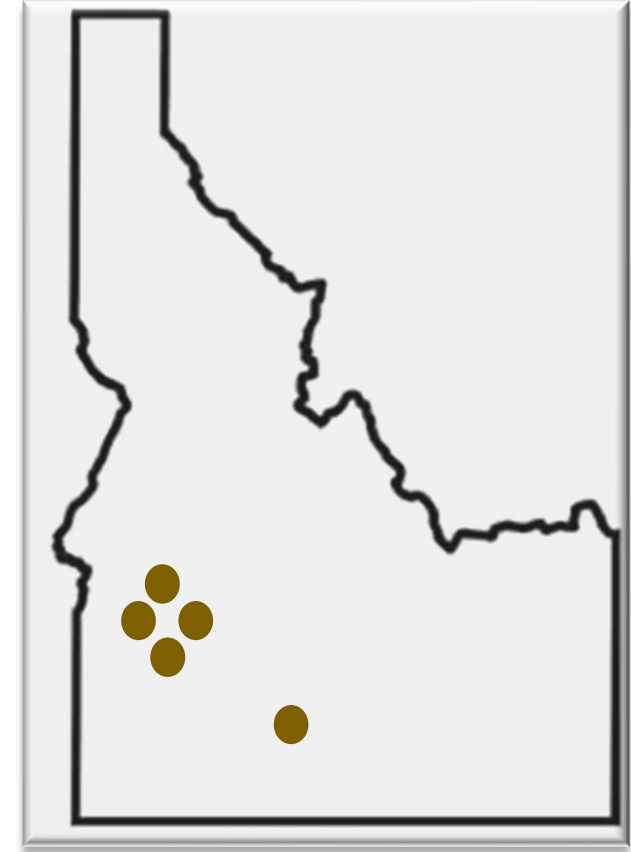
# *Journeys; Community; and Conversations*



Dr. Epperly's story about how an institution and a program has approached this tension, strove to learn from it, and pursues that journey and community conversations towards excellence...

# Full Circle Health Story

- 1974- 501c3
- 4/4/4 – Family Medicine
- 2007 – FQHC- LA
- 2011 – Teaching Health Center (HRSA)
- 2013 – FQHC
- 2023:
  - 4 Family Medicine Residencies (24-24-24)
  - 1 Pediatrics Residency (4-4-4)
  - 7 Fellowships
- \$56M/Budget; \$2M Margin (3.6%)



# Lessons Learned From Our Journey

- It takes time
- Stay focused on mission and purpose
- Believe in your people and your community
- Don't become your own worst critics
- Don't be afraid to get outside help
- Stay positive
- Dial the program in overtime using performance improvement and quality measurements





If you want to go fast, go alone.  
If you want to go far, go together.

*African Proverb*



# What to carry forward:

- 1. Develop appropriate expectations about your program.**
- 2. Start with minimum requirements and build on top of this floor.**
- 3. Understand that quality and sustainability develop over time.**

