

Lowell General Hospital  
**Department of Family Medicine**  
April 9, 2021

**Zoom Attendees:** Lourdes Ada, MD; Eleanor Bueno, DO; Cindy Cheng, MD; Christen Fragala, MD; Paul Harcourt, MD; James Kuin, MD; Raymond Lewis, MD; Margaret Mills, MD; Emelyn Molato, MD; Clea Moore, MD; Dan Nguyen, MD; Stephanie Oliva, MD; Sangita Pillai, MD; John Ragucci, MD; Joanna Sleeper, RN; Catherine Trinh, MD.

**I. CALL TO ORDER**

The meeting was called to order at 8:00 AM by Dr. Fragala

**II. MINUTES**

The minutes from the previous meeting were accepted as written.

**III. NEW BUSINESS**

Lately, it seems that the recall rate for additional studies on mammograms has been higher. The data indicates that there has not been an increase and that Lowell General is in line with other institutions. It has also been noticed that the breast center is calling patients to tell them about the call backs but not telling the patients why they are being called back which leads to anxiety in the patients. The breast care navigators are not able to talk with the patients before they are called for an appointment so it was suggested that as soon as the results from the mammogram are received by the office, a staff member call the patient to try to speak to them first before scheduling calls for the additional views. The results are also available on the hospital portal for patients to access. One solution would be to have nursing call the patients when the results come into the office. It can be requested that the breast navigators come to the office to discuss the process, it is not a perfect system but better than before because patients are getting appointments quicker.

Text messages can be set up through radiology when there is a yellow alert rather than through a fax. Dr. Fragala will send out the email to the group on how to have this set up through radiology.

**IV. OLD BUSINESS**

None

## V. COMMITTEE REPORTS

1. Med Exec Committee - Christen Fragala, MD  
Emails were sent out by Dr. Fragala after the last meeting and she will again send out updates in an email after the next meeting.
2. Labor and Delivery Committee - Raymond Lewis, MD  
L&D is updating policies and will be meeting next week.
3. Cancer Committee Paul Harcourt, MD  
No updates
4. Credentials Committee Santha Naidoo, DO  
No updates
5. Infection Control Stephanie Oliva, MD  
No updates – Next meeting on Monday
6. Morbidity and Mortality Council Sangita Pillai, MD  
No updates – The meeting was cancelled, no cases for review this time.
7. Perinatal Committee Raymond Lewis, MD  
Rolling updates and reviews of existing policies. Medical Staff office has sent out an attestation that will need to be signed to the providers that provide any OB and perinatal care. This is a Joint Commission requirement. Carol Vergardos can be contacted with questions.
8. MCH Updates Liz Lydstone, RN  
No updates

Dr. Milosavljevic is no longer with New England Neurological Services. Dr. Moray had expressed some concerns with the management of patients by Dr. Milosavljevic and it was suggested that if you have patients that were followed exclusively by Dr. Milosavljevic you may want to get a second opinion if there is any concern.

Dr. Bueno has found a charting coach that is a family practice doctor in Canada. She has a self-guided program or also will do one on one training to help with improving charting. She recommends if anyone would like assistance with charting, Dr. Fragala or Dr. Bueno can provide the link.

Dr. Lewis attended the town hall meeting regarding the plan for a unified employed physician groups and shared with the group what was discussed at the meeting. There is a movement for Wellforce to grow as an organization and joining all the

employed groups, which a majority are PCPs, into a unified employed group through Wellforce was discussed. During the town hall they introduced the team that will be working on this goal and what the benefits will be. Stacy Swanson and Bill Galvin are part of the advisory committee. The plan is to use the combined group for greater leverage of resource dollars and better recruitment opportunity. The goal is to have all the employee physicians under Circle Health fall under one unified group with Wellforce by September 2021. There should be PCP representation at the meetings. Dr. Osborne and Dr. Galvin and currently sitting on the advisory board. Dr. Fragala will email Dr. Osborne and Stacy Swanson to ask what the plan is and how it will affect individual physicians in the future and will get back to the group with any information she gets. If necessary, an invitation will be sent to Dr. Osborne or Stacy Swanson to attend the next Family Medicine Meeting to discuss the questions that the group has about the changes.

Dr. Fragala will look into volunteering opportunities for vaccinations and will let others know at the next meeting if there are any opportunities available.

#### **VI. Next Meeting**

- Scheduled for Friday, June 11, 2021.

#### **VII. Adjournment**

The meeting adjourned at 8:56 AM

Respectfully submitted,

Joanna Sleeper, RN  
Joanna Sleeper, RN

04/12/2021  
Date

Approved:

\_\_\_\_\_  
Christen Fragala, MD

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Date