Profile: Dr. Madelaine Tully, Family Medicine
Chief Medical Officer, Westside Healthcare Association, Milwaukee

Born and raised in Milwaukee, Dr. Madelaine Tully currently serves as Chief Medical Officer and a family physician at the Lisbon Avenue Health Center and Hillside Family Health Center in Milwaukee. A friend of Wisconsin AHEC and its mission to enhance learning experiences for health professions students, Dr. Tully shared her perspective about working with students at the community health center where she practices.

What do you like about being a preceptor? What are some of the challenges?
“Working with students is exciting, fun, rewarding. Students are enthusiastic and they ask good questions. The greatest challenge of teaching students is not having time to process what we’ve seen; the clinics are so busy, we can’t discuss everything that happens. So basically, they all have to put their roller skates on to keep up. But they like it! I get them right in there working with patients. We do it together. I’m a big believer in having the student present to the patient and to me at the same time, as a learning opportunity that builds confidence.”

Can you share a little bit about your experience at Westside?
“One of the things that kept me away from community medicine, initially, was an assumption of lack of resources. Whereas now what I can say about Westside is we’re functioning with top notch technology and top-notch staff – so I don’t feel any disadvantage compared to private practice colleagues, plus I get to work with this population, which is very rewarding professionally.”

What makes a Community Health Center particularly well suited as an educational setting?
“Students may not have spent time in this part of town before; the economic and cultural diversity, with the immigrant populations – African, Somali, Hmong – is a different slice of things for them. It goes beyond a medical experience – it’s also a social experience. Students get not only medical history but also social history when talking with patients. We have a lot of uninsured patients here; it’s very eye-opening for students to see what’s offered to..."
people who are uninsured, compared to those on Medicaid or who have other insurance, which is integral to that patient’s care. Students learn a lot here. You’re looking at the whole person, and the whole spectrum of health care.”

**How is the setting different than in other types of clinics?**

“Our population has lots going on. Sometimes it seems that we don’t ever have ‘normal’ labs or test results here; the pathology is very rich from a clinical perspective. For a student, it’s a very interesting place - you learn so much here because our patients in many cases have waited before coming to see a doctor, so their conditions have escalated, for example untreated diabetes or abscesses. On the other hand, the people who come for preventive care are especially motivated and determined to stay healthy despite the challenges of their environment. It's inspirational for us as providers to see them succeed.”

**Can you describe an example from Westside that demonstrates how students apply theory to clinical practice?**

“When we talk about cuts to programs, and decisions being made by political leaders: we’re living that right here. It’s not in the abstract. The pressing issues are brought to a very local level – every day – which makes the student experience richer, humanizes it, and makes it less scary.”

**Anything else you would like to talk about related to the education of future health care professionals? Current themes or issues?**

“We absolutely need more students to go into medical care, and to practice in underserved communities. The best way to achieve that is to get them here, as students, and get them hooked early on working with this community. The more support we have – from AHEC, the state, or other sources – the more we can offer. We need an adequate number of providers to be able to train the numbers of students needed as future practitioners.”

**Do you have any messages for public health staff and other clinicians around the state?**

“Stay in touch with politics, and the political leadership. Stay active in a medical society. Medical providers are given respect; when we step up and communicate, we get attention and respect. Stay politically active and aware, take time to write an email whenever possible. CHCs are vulnerable and need support.”

**MENTORING: Jennifer Ciske and Dr. Amit Acharya**

**Community Health Internship Program: “CHIP” Marshfield Clinic CHIP Team**

MARSHFIELD - At the Marshfield Clinic’s Biomedical Informatics Research Center, Jennifer Ciske worked under the tutelage of Dr. Amit Acharya to complete two intensive projects as part of the AHEC community health internship program during summer 2010. Jennifer is from Appleton, Wisconsin, where she graduated from Appleton North High School. She earned her bachelor’s degree at Marquette University, and currently is a medical student at the University of Wisconsin.

During the internship, Jennifer was enthusiastic about her experience, including the support and encouragement that she received from Dr. Acharya. At the conclusion of her internship, she wrote: “Now knowing the severe health and dental disparities members of rural communities face, I am inclined to practice medicine in rural Wisconsin where I can serve an underserved and impoverished population like I always envisioned doing. I also intend on advocating for dental health in my future practice.”

As a result of the 8-week CHIP internship, Jennifer successfully produced two significant projects related to oral health, described below in her summary of her internship. Jennifer reflected on her experience and its impact on her career ambitions and plans. Her internship summary essay is reproduced here, with her permission.
AHEC Community Health Internship Program - Summer 2010
By Jennifer Ciske, Marshfield Clinic Intern

Working as a CHIP intern this summer in the Biomedical Informatics Research Center in the Research Foundation of Marshfield Clinic under the supervision of my mentor, Dr. Amit Acharya, turned out to be an incredibly rewarding experience. The two projects I was assigned focused on integrating oral and systemic health. My undergraduate degree in Biomedical Sciences from Marquette University prepared me for the medical side of my projects, but I was largely unaware of anything dental prior to the internship. Thus, I was hesitant at first about the projects since they both incorporated a foreign field, but the vast amount of knowledge I gained relating to dental health has been an extremely gratifying aspect of the internship. For instance, the information I acquired about the oral and systemic health connections and the severe dental disparities in rural Wisconsin transformed me into a dental advocate. I am excited to continue this passion throughout medical school and my future profession as a physician.

The first project I worked on included designing, distributing, and analyzing a survey that was administered to patients in the Marshfield Clinic Dental Centers. The goal of the survey was to determine what dental information (if any) Marshfield Clinic patients would like included in their free, online health portal, My Marshfield Clinic. Based on the survey results, the appropriate dental information will be developed and added to My Marshfield Clinic to meet patients’ needs, requests, and suggestions. Another goal of this project was to create patient awareness of the health portal, so that more patients will utilize this great resource and access their personal health information and valuable health education materials at home.

The second project I worked on included designing a patient education module that dental hygienists will use while teaching patients about the correlation between oral and systemic health. This was an extremely important project since many patients are unaware of the connections between their oral and systemic health, and dental hygienists bear the majority of the responsibility for patient education, yet there are few educational tools they are able to use to help teach patients about this topic. In order to create a useful educational tool for dental hygienists that patients would be receptive to, I visited the Marshfield Clinic Dental Centers in Chippewa Falls, Ladysmith, Medford, Neillsville, and Park Falls and discussed my project with and interviewed the dental hygienists. These visits were immensely rewarding – not only because the dental hygienists provided invaluable feedback that helped me develop my project, but also because I discovered the great need for an education tool like the one I created, and I was able to witness the dental disparities of rural Wisconsin and use this knowledge to forever remain a dental advocate.

The educational tool I ended up creating was a video that covered periodontal disease and how it affects cardiovascular disease, diabetes, respiratory disease, xerostomia, pregnancy and osteoporosis. This video will be played in the hygiene rooms on TVs patients can view from the dental chair. It will also be displayed in patient waiting areas and it will be accessible online through My Marshfield Clinic and YouTube for patients to view in their homes. Since the video was created using PowerPoint, dental hygienists will be able to print off slides and use them as handouts, or just show a specific slide and use it to help explain a concept in a chart-like manner. Essentially, the educational tool can be adapted to meet individual dental hygienist teaching and patient learning styles. After implementation of the educational tool, patient awareness of the correlation between oral and overall health will surely increase, hopefully creating healthier mouths and bodies in northern Wisconsin.

Although my internship focused on the oral and systemic health connection and I did not work in a public health office, I was still able to learn about other areas of public

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health through the homework assignments, webinars, and interviews that were a requirement of the CHIP pro-
gram. Through all these experiences I have developed a better understanding of the critical role public health plays
in multiple aspects of our lives. I sincerely appreciate the opportunity to gain this knowledge and because of it,
I now intend to specialize in primary care — a field where I can easily continue to support public health missions
through practicing preventative medicine.

Working in Marshfield Clinic and visiting the Dental Centers also allowed me to experience rural medicine. Now
knowing the severe health and dental disparities members of rural communities face, I am inclined to practice
medicine in rural Wisconsin where I can serve an underserved and impoverished population like I always envi-
sioned doing.

As mentioned before, I also intend on advocating for dental health in my future practice as well because of my
internship experiences. Throughout the summer I learned the importance of integrating and networking the medi-
cal and dental fields for the betterment of patients. I also learned how as a culture we separate dental and medical
health into distinct categories in everything from education to insurance. This certainly is a tragedy, especially since
the two sciences are intimately intertwined. I am passionate to dispel the illusion that dental and medical health
are two distinct sciences because oral health can and does affect overall health and vice versa. Thus, by supporting
dental health through preventative measures including education and regular dental appointments, I will also be
supporting social justice and medical health in a cost-effective way. Only through the cooperation between medical
and dental professionals and programs will the goal of practicing the best patient care be realized.

I am immensely grateful for the opportunity to work as a CHIP intern this summer. I will use the various knowledge
I gained from my many positive experiences to better my future practice as a holistic, and public health minded
physician.

YHSC introduces students to health careers while serving
the community

MILWAUKEE - Just a few blocks from the Milwaukee AHEC office is the site of a long-term partnership that provides
valuable experience for Youth Health Service Corps (YHSC) students.

Aurora Sinai Medical Center, with volunteer coordinator Francine Rau, has hosted many YHSC high school students
as volunteers. “The students are interested in being involved, anxious to do more than they are assigned... Everyone
they meet has wonderful comments about these students, such as ‘well mannered,’ ‘curious,’ and ‘willing to go
the extra mile.’ I believe that their ongoing training through Youth Health Service Corps has helped to prepare these
young people for the challenges they face.”

YHSC is a program that provides youth with training and volunteer opportunities in health care. The activities in-
clude service learning projects, participation in annual community health education events, educational in-services
and trainings, and ability to hold long-term volunteer positions in hospitals and clinics.

Milestones of the Milwaukee YHSC in the last three years include 3,000 hours of community service, 6 scholarships
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to former members pursuing health care careers in college, and 5 presidential volunteer service awards to students who volunteered more than 100 hours.

**CURRICULUM: Primary Care Clerkship and AHEC formalize partnership**

**UW SCHOOL OF MEDICINE AND PUBLIC HEALTH (MADISON)** - Since 2009, third-year medical students on the Primary Care Clerkship (PCC) have been required to complete a community project during their 8-week rotation. Usually the projects have been a simple extension of clinical work, such as creating a patient education brochure about a particular condition.

For the 2011-12 academic year, PCC staff would like to take these projects to another level, by formalizing a partnership with the statewide AHEC system. Representatives of the AHEC system met with PCC leaders on March 4th to discuss this program. The general vision is that AHEC will help facilitate connections between third-year medical students and community partners for such projects as:

- Health Careers mentoring
- Community health initiatives
- Health curricula in schools or community settings
- Enhancing care at free clinics/community health centers

Because the students are not continuously at most regional sites, AHEC will also help either bridge the gap between student rotations, or, ideally, bring together an interdisciplinary team to work on the curricula as well as train learners to work in such interdisciplinary teams.

We will share additional information as the program continues to develop in the coming months.

**SPECIAL EVENT: Project Hand Over Hand (veteran re-integration)**

**RHINELANDER** - Registration is now open for an event coordinated by Northern Highland AHEC:

**Project Hand Over Hand**
A networking conference to support veterans’ reintegration
Wednesday, April 6, 2011; Rhinelander, Wisconsin

More than 28,000 military veterans—eight percent of the region’s population—reside in Northeastern Wisconsin. Though veterans come out of various branches of service and different eras, they share some common experiences. They may also share readjustment challenges in civilian society. This one-day conference will address some of these challenges as they relate to:

- Physical and mental health issues
- Education and career direction
- Employment
- Social reintegration

Veterans and their families can attend at no cost.

When registering online, they should select either “Veteran” or “Family.”

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Informed Caring web portal: newly redesigned and expanded

Informed Caring is a portal to information resources for health care professionals.

Wisconsin AHEC maintains the site to serve those working in local health departments, federally qualified community health centers, and others providing health services in rural and underserved communities in Wisconsin -- particularly those without access to academic or hospital libraries.

The site was originally created in 2005 by Northern Wisconsin AHEC through a National Library of Medicine grant, in partnership with several organizations in northeast Wisconsin. The Wisconsin AHEC program office launched a newly expanded version of the site in February 2011.

The updated and redesigned Informed Caring portal now features expanded resources:
- Population and public health professionals / preventive resources
- Healthcare professionals / clinical resources
- Patients / education resources
- Library Services
- Wisconsin-specific resources
- Teaching / mentoring resources
- Tools / Video / Technology
- User forum (blog)

We invite you to review the newly redesigned Informed Caring portal: www.informedcaring.org

TRIVIA CONTEST:
Identify the health department pictured in the masthead above for an “exciting” free gift!
Send your entry to: webmaster@ahec.wisc.edu -- be sure to include your U.S. Mailing address.

AHEC program updates

STAFF NEWS: We are delighted to welcome a new Center Director to Milwaukee AHEC: Gina Green-Harris, MBA, joined the Milwaukee staff in December, following the retirement of Fanaye Turner. Prior to joining AHEC, Gina was the Program Manager for the Wisconsin Alzheimer’s Institute, working in Milwaukee at the Center for Urban Population Health. She brings strong skills in operations, planning, fiscal oversight, staff management, community and cultural competency, grants management and advocacy. Gina has worked with a number of boards including Interfaith Older Adult Services, Milwaukee County Department on Aging, Milwaukee County Family Care, and Milwaukee Health Services. Welcome Gina!

Wisconsin Express (May 23-27, 2011): We received a record high number of applications and are currently reviewing applications, with decisions anticipated by early April.

Community Health Internship Program (CHIP) (June 2-July 29, 2011): We are currently screening applications and matching students with host sites for interviews.

Health Career Summer Camps - APPLY NOW: Five camps for high school students will be offered during summer 2011, in Fennimore, La Crosse, Lakeshore area (Sheboygan), Fox Valley (Oshkosh), and Madison. Please encourage high school students to apply.

Additional news and updates at:
http://www.ahec.wisc.edu