APPLICATION

## FOR MEDICAID GME

## PRIMARY CARE RESIDENCY SLOT

Applicant Information<br>Organization: Riverside Family Medicine Residency<br>Mailing Address: 105i0 Jefferson Avenue, Euite B, Newport News VA 23601<br>Address: 10510 Jefferson Avenue, Suite B, Newport News VA 23601<br>Phone: 757-594-3878<br>Fax: 757-591-9021<br>Websile: hutp.l/rbim. rivhs.com<br>\section*{Project Information}<br>Tille: Proposed GME Slot Addition to Riverside Family Medicina Residency<br>Location: Newport News Area (Peninsula)<br>Program Specially: Primary Care (Family Medicine)<br>Length of Residency: Three (3) Years<br>Original Accreditation Date: January 23, 1871<br>Program Director Information<br>Name: Bradley J. Touchet, MD<br>Titte: Program Director, Family Medicine Residency<br>Address: 10510 Jefferson Avenue, Suite B, Newport Neivs VA 23601<br>Phone: 757-584-3878<br>Email: Bradley.louchet@rivhs.com<br>\section*{Project Contact}<br>Name: Same as Program Director (above)

## Attestation

We certify that the information provided in this applicstion regarfing the residency specialty, wark locations, and evidence of need is corract. On behaff of the sponsoring institution and the primary clinicat site lif different than the sponsoing instiuttion), we agree to fully fund the naw modical residency slof over the life of the rasidency if we are awaroed this funding. We with innediately notity tye Virginia Department of Medical Asststance Services (DMAS) of any substantive changes in the plans for this fesidancy postition or the Modicaid enrofiment status of tha primery cunical site. The spansoring institution and the primary clinical site also commits to providing information requested


## Project Abstract

Specialty. Riverside Family Medicine Residency (FMR) is pleased to apply for an additional Graduate Medical Education (GME) Residency slot. The specialty of the Residency slot requested is primary care.

Brief summary of the program. Riverside's FMR program continues to be committed to producing the finest and best-trained family medicine physicians in the nation with noteworthy accomplishments in retention, choosing to work in underserved areas and serving Medicaid members:

## 546 graduates

53\% currently practicing in Virginia; 28\% on the Peninsula

- Riverside graduates account for nearly 7\% of Virginia's Family Pracitioners
- And caring for $7 \%$ of Virginia's population
- $10 \%$ of our total graduates serve in Virginia's Medically-underserved Areas

Among our graduates who stayed in VA, 18\% chose to practice in medically underserved areas

Riverside FMR provides medical care to a broad spectrum of patients from the Newport News community. We strongly believe the best way for family practice residents to learn the "full scope of family practice" is when they serve a patient population that represents the community at large. Training in a community clinic increases the likelihood of practicing in that setting and providing care for underserved members of the community. Specific, measurable objectives and/or goals. Success in meeting the residency's goal to "educate, support and care for the professional needs of those appointed to the program" is determined by measuring ACGME/AOA core competencies. Reviews/reports occur quarterly between resident and their Advisor and semi-annually with the Program Director on patient care, medical knowledge, practice-based leaming and improvement, interpersonal and communication skills, professionalism, systems-based practice and osteopathic philosophy/osteopathic manipulative medicine-all of which are intended for the resident to complete the program within the 3 -year timeframe.

Collaboration and partnerships. The inpatient portion of the program occurs at Riverside Regional Medical Center, a 450-bed teaching hospital. In addition, residents are the primary physicians at The Gardens at Warwick Forest, which is a 215 -bed teaching nursing home. Residents are provided state-of-the-art geriatric care with the unique experience of becoming part of an active medical staff while still residents. The residency program offers a strong inpatient experience combined with a Level III Patient Centered Medical Home certified outpatient practice site.

Expected results or outcomes, Riverside FMR serves 10,000 patients of which $53 \%$ are Medicaid beneficiaries that reside in Newport News, a Health Professions Shortage Area. An additional GME slot enables the residency to further reduce the health care disparity in Newport News and enhance population-based initiatives for its Medicaid patients, particularly in adult access, well-child (Age 3-6), well-child (Age 12-21), and cervical cancer screenings. Riverside Family Medicine is a top-performer in its quality measures and will continue to provide high quality care to those most in need. As Virginia completes its transition to Medicaid managed care, the Residency's Medicaid population is planned to increase by $30 \%$. This greater demand will drive the need for more access to primary care and the need to expand the number of primary care physicians who are trained to treat the unique needs of this population.

## Project Information

| Project Information |  |
| :---: | :---: |
| Residency Specially | Family Medicine |
| Sponsoring Institution Name | Riverside Regional Medical Center |
| Sponsoring institution Address | 500 J. Clyde Morris Boulevard |
| Sponsoring Institution City | Newport News |
| Sponsoring Institution State | Virginia |
| Sponsoring Institution Zip Code | 23601 |
|  |  |
| Residency Director Name | Bradley J. Touchet, M.D. |
| Affliated Medical School | Virginia Commonwealth University |
| Telephone Number | 757-594-3878 |
| Email Address | Bradley.Touchet@rivhs.com |
|  |  |
| Primary Clinical Participating Site Name | Riverside Family Medicine Center |
| Primary Clinical Site Legal Name | Riverside Family Medicine Center |
| National Provider Identifier (NPI) |  |
| Primary Clinical Site Street Address (physical location) | 10510 Jefferson Avenue, Suite A |
| Primary Clinical Site City | Newport News |
| Primary Clinical Site State | Virginia |
| Primary Clinical Site Zip Code | 23601 |
| is the Primary Clinical Site located in a medically underserved area or does the institution's service area contain one or more underserved areas(s) or medically underserved populations? | No - Yes 区 <br> Explain briefly: <br> Newport News, per HRSA Data Warehouse |
| Percent of Time Resident Will Spend at Primary Clinical Site | 50 \% over 3 year period |
| Medicaid percent of total days and visits for primary clinical site | N/A \% days; 38 \% visits |
| If the resident will be working in other locations besides the primary clinical sitt, provide information on these location(s): |  |
|  |  |
| Affiliated Site Name (1) | Riverside Regional Medical Center |
| Affiliated Site Legal Name (1) | Riverside Hosplital, Inc. |
| National Provider Identifier (NPI) (1) |  |
| Affiliated Site Street Address (physical location) (1) | $500 \mathrm{~J} . \mathrm{Clyde}$ Morris Boulevard |
| Afflilated Sile City (1) | Newport News |
| Affliated Site State (1) | VA |
| Affliated Site Zip Code (1) | 23601 |
| is the Affiliated Site located in a medically underserved area or does the institution's service area contain one or more underserved areas(s) or medically underserved populations? | ```No \(\square \quad\) Yes X Explain briefly: Newport News, per HRSA Data Warehouse``` |
| If the resident will be working in other locations besides the primary clinical sile, provide information on these location(s): |  |
| Affiliated Site Name (2) | Children's Hospital of the Kings Daughters |
| Affliated Site Legal Name (2) | Children's Hospital of the Kings Daughters |
| National Provider Identifier (NP) (2) |  |
| Affliated Site Street Address (physical location) (2) | 601 Chidren's Lane |
| Affliated Site City (2) | Norfolk |
| Afflilited Site State (2) | Virginia |
| Afflilated Site Zip Code (2) | 23507 |
| Is the Affilialed Site located in a medically underserved area or does the institution's service area contain one or more underserved areas(s) or medically underserved populations? | No $\square \quad$ Yes $\boxtimes$ <br> Explain briefly: <br> Newport News, per HRSA Data Warehouse |
| Percent of Time Resident Will Spend at Afflizited Site | 3 \% over 3 year period |
| Medicaid percent of total days and visits for affiliated treatment site | N/A \% days ; N/A \% visits |


| Project Information |  |
| :--- | :--- |
| Affliated Site Name (3) |  |
| Affliated Site Legal Name (3) | The Gardens at Warwick Forest |
| National Provider Identifier (NPI) (3) | The Gardens at Warwick Forest |
| Affliated Site Street Address (physical location) (3) | 1004 Oid Denbigh Boulevard |
| Affiliated Site City (3) | Newport News |
| Afflilated Site State (3) | Virginia |
| Affliated Site Zip Code (3) | 23602 |
| Is the Affiliated Site located in a medically underserved area or does the <br> institution's service area contain one or more underserved areas(s) or medically <br> underserved populations? | No <br> Explain briefly: |
| Percent of Time Resident Will Spend at Affliated Site | Newport News, per HRSA Data Warehouse |
| Medicaid percent of total days and visits for affiliated treatment site | $7 \% \%$ over 3 year period |

## Project Narrative

Needs Assessment. The Riverside FMR program received two DMAS-funded slots so currently has 40 residents, 12-14 per PGY, which will matriculate to 42 in 2019. The need for the proposed new residency slot is based on a number of factors-infrastructure and faculty capacity already exists to sustain an additional resident, appointment demand has been challenged to meet/exceed standards ( 7 days) per appointment lag statistics, and Medicaid reform/expansion in Virginia will drive increased population health demand for Riverside FMR.

Infrastructure and Capacity. Riverside FMR meets the $4: 1$ resident-to-faculty ratio with excellent faculty availability and is able to accommodate an additional resident. The practice site's space fotals 10,560 square feet and there are 22 exam rooms which can accommodate a maximum of 12 residents at any time. Through extensive rotation scheduling, an additional resident would have adequate practice exam rooms assigned when in clinic. In addition to faculty, the practice has 30 clinical and administrative support team members supporting it. Riverside upgraded its electronic health record system to Epic in March 2017 which greatly improved patient care and stimulates considerable scholarly activity as well. The 3 -Year Curriculum offers electives starting in PGY3. Community Medicine occurs in PGY3, with Rural Medicine already established as an elective for those pursuing work in underserved areas.

Access. The Riverside FMR practice serves a panel of 10,000 patients who have an average utilization rate of 2.8 visits/year. With roughly 8,000 calls to the practice each month, the practice sees over 24,000 patient visits per year among 40 residents and 9 faculty. Demand for services is increasing which makes it challenging for our patients to get an appointment. $53 \%$ of our area's Medicaid patients use the Emergency Room (ER) for avoidable ER visit reasons rather than seeing their Primary Care Provider. An additional resident will advance our efforts to increase appointment availability, educate and promote use of the Riverside FMR practice for primary care issues.

As an aside, efforts are underway to remedy a primary issue for Riverside's FMR patients that focuses on the national obesity epidemic in America. Since Riverside's training program provides care for some of the highest risk populations in our community, a new program with a focus on healthy weight-loss and fitness improvement was established in 2016 by the Riverside FMR to help patients enjoy the benefits of a healthy body weight.

Demand for this program has increased with patients recognizing they have a weight problem but do not know how to achieve successful and sustained weight reduction. Many need to make significant changes in their lifestyle to address a serious medical problem or to reduce future risk. This evidence-based program guides patients through personalized resources and fools designed to increase the health and well-being of the 75\% of Brentwood patients classified as either overweight, obese, morbidly obese or super morbidly obese. Training residents in this first-ever, primary care-based weight-loss program contributes to their future practice, particularly those planning to serve patients in underserved or rural areas.
A. Increased Population Health Needs of Medicaid Population. Riverside FMR practices in a largely urban practice and has socioeconomically disadvantaged patients, many that are very ill. The top ten visit reasons, by ICD-10, are:

40.9 hppetensisen<br>250.00 diabetes<br>278.00 obesity<br>272.4 hpperipitemia<br>V4.5 screening for STO's<br>V231 wis women exam<br>120.2 wed the check<br>224.2 backpain<br>158.61 brg tem use of anticozagentis<br>125.09 contrecpive courcelis

At the Riverside FMR practice site, health disparities and unmet needs of Medicaid patients and the uninsured include language barriers (primarily Spanish, Nepali and Arabic) since poor English language skills can make it difficult for people to understand basic information about health conditions or when they should visit their doctor; transportation issues which reduce the likelihood of a patient successfully making and keeping their healthcare appointment; inegular sources of care of those less likely to be able to visit the same doctor on a regular basis and tend to rely more on emergency rooms and food insecurity where patients are identified as having difficulty securing a reliable food supply. Without a regular healthcare source, people have more difficulty obtaining their prescriptions and attending necessary appointments.

Adding this GME slot will positively impact overcoming health disparities. With additional access, Riverside FMR offers interpreters (live and electronically), free taxi service for those residing in the Health Professions Shortage Area zip codes, is ideally positioned to initiate a population health initiative to reduce avoidable ER visits through education and increase access to primary care and offers a 6 -month food box supply for diabetics having food insecurity, yet ready to change their lifestyle.


As quantitative evidence, our Medicaid community's needs are being met, the following chart shows 2018 results of Riverside's FMR practice population health efforts in exceeding quality standards for adult access, well child (age 3-6), well child (age 12-21) and cervical cancer screening. Riverside FMR partners with Anthem and holds Clinic Days to target patients needing their particular care gaps addressed. It's been a win-win-win partnership for the Residency, Medicaid and, most of all, its patients.

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## The Budget Plan.



## Feasibility Assessment.

The following table reflects the Riverside FMR program:

| Current and Projected Resident Capacity-by postgraduate (PGY) as of July 1 |  |  |  |
| :--- | :---: | :---: | :---: |
|  | $\mathbf{2 0 1 8}$ | $\mathbf{2 0 1 9}$ | 2020 (future) |
| Number of actual accreditor-approved residency positions | 40 | 42 | 42 |
| Expected number of accreditor-approved residency positions | 40 | 42 | 40 |
| Number of filled residency positions | 40 | 42 | 40 |
| Total number of residents trained per year at the primary <br> clinical site by specialty | 14 PGY1 | 14 PGY1 | 14 PGY1 |

Work Plan.

The resident's work plan will follow the Riverside FMR established 3-Year curriculum that, in PGY 3 offers work in elective areas of interest-5 months for allopathic and 3.5 month for osteopathic per curriculum schedule. The curriculum provides a road map with available options to develop a specific plan for a resident seeking education in a rural or underserved area of Virginia and which culminates in the outcome data listed in the table below. Since the program has a strong emphasis on "individualizing" the resident's educational activities and learning experience, the resident is offered electives in areas that pertain to work in an underserved or rural area. There is a required family medicine private physician's rotation where the resident can choose a Rural Health office in lieu of an office in Newport News, and the program also offers elective work in Rural Medicine.

The program curriculum follows the guidelines set by the American Academy of Family Physicians, the American College of Osteopathic Family Physicians, the American Board of Family Medicine, the ACGME and the AOA. A high faculty to resident ratio with excellent faculty availability creates a close family atmosphere which has been the unique and remarkable trademark of Riverside FMR Residency Program.

## 3-Year Curriculum <br> 2018.9019



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| :---: | :---: | :---: |
| Band fieden | Neirmogy | Plagics |
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| Crveal care | Obstelitics | Privere Fit Orioe |
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Each resident is teamed with a faculty advisor, and the resident and advisor meet at least quarterly. It is the specific responsibility of this faculty advisor to monitor and facilitate the resident's progress through the program. During quarterly meetings, decisions regarding advancement are discussed and a specific educational prescription is agreed upon that includes objectives and goals for both the resident and faculty to further the resident's educational experience.

| Estimate (at Primary Care Site) |  |  |  |
| :--- | :---: | :---: | :---: |
| Parameter | Year 1 | Year 2 | Year 3 |
| Average number of hours per week resident will treat patients | $4-8 \mathrm{hrs}$ | $8-12 \mathrm{hrs}$ | $12-16 \mathrm{hrs}$ |
| Average number of patients treated by resident per year | $150-200$ | $350-400$ | $600-700$ |
| Average number of patient visits per year | 150 | 500 | 1,000 |


| Estimate (at Primary Care Site) |  |  |  |
| :--- | :---: | :---: | :---: |
| Parameter | Year 1 | Year 2 | Year 3 |
| The percentage of Medicaid patient visits by resident per year | $37 \%$ | $37 \%$ | $37 \%$ |
| The percentage of time resident will spend at the primary <br> clinical site per year | $20 \%$ | $41 \%$ | $63 \%$ |

## PROJECT TIMELINE

| Jul 1, 2019 | DMAS awards new GME supplemental payments and residents begin. Payments to hospitals will be made quarterly. |
| :---: | :---: |
| Q3/2019 | ERAS Opens and managed by FMR Program Manager |
|  | Orientation Committee meets for "post" orientation assessmentimprovement |
|  | Medical Education Senior Program Manager distributes new house posters |
|  | Annual Riverside FMR Retreat for residents and faculty |
|  | Practice health coaches/residents target Q3 Medicaid care gaps due and avoidable ER visits |
|  | Riverside FMR practice receives feedback/reconciliation of Q1 performance on quality indicators |
|  | **** Q3/2019 Measureable goals: |
|  | 1. Resident on track based upon Q3 Evals to graduate in three years. |
|  | 2. Practice meets Q1 quality indicator metrics for Medicaid population. |
| Q4/2019 | Q1 evaluation conducted by faculty |
|  | Facultyrresidents start Interview season for next Academic Year (AY) |
|  | Riverside FMR Program Manager schedules mid-year/Q2 evaluation |
|  | Program Directorffaculty conduct mid-year Clinical Competencies Committee |
|  | Practice health coaches/residents target Q4 Medicaid care gaps due and avoidable ER visits |
|  | RIVERSIDE FMR practice receives feedback/reconciliation of Q2 performance on quality indicators |
|  | *** Q4/2019 Measureable goals: |

3. Resident on track based upon Q4 Evals to graduate in three years.
4. Practice meets Q1 quality indicator metrics for Medicaid population.

Q1/2020 Program Director updates common program requirements
New resident salaries (next AY) confirmed at Graduate Medical Education Committee
Q2 evaluation conducted by faculty
Faculty convene for DO match selection/results

Program Directors initiate National Resident Matching Program match selection
FMR Program Manager receives FM in-service test scores
Senior GME Program Manager completes IRIS report
Q3 evaluations conducted by faculty
Practice health coachesiresidents target Q1 Medicaid care gaps due and avoidable ER visits
Riverside FMR practice receives feedback/reconciliation of Q3/2019 performance on quality indicators

## **** Q1/2020 Measureable goals:

5. Resident on track based upon Q1 Evals to graduate in three years.
6. Practice meets Q1 quality indicator metrics for Medicaid population.
Q2/2020 Q4 evaluation conducted by faculty
2020-2021 Rotations and House staff Manual updates made by Riverside FMR PDs, PM, Chiefs, Admin Dir
Practice health coaches/residents target Q2 Medicaid care gaps due and avoidable ER visits
Riverside FMR practice receives feedback/reconciliation of Q4/2019 performance on quality indicators
Annual program review by Program Director
FMR Program Manager ensures resident contracts signed, NPIs and licenses obtained, DMAS/PECOCS \#s
New AY Begins
***** Q2/2020 Measureable goals:
7. Resident on track based upon Q2 Evals to graduate in three years.
8. Practice meets Q2 quality indicator metrics for Medicaid population.

Pending further instructions from DMAS, Riverside FMR will recruit candidates and seek their inferest to participate by inquiring/assessing/rating their likelihood to:

1) complete the Riverside FMR program within the 3-year timeframe;
2) be an underrepresented minority, from a rural area, or disadvantaged background;
3) practice in Virginia one year after program completion;
4) practice in an underserved or rural area in Virginia one year after program completion;
5) serve Medicaid members after program completion.

Riverside FMR anticipates participating in Medicaid delivery system reform, including partnerships with organizations supporting the interests of population health for underserved areas. Riverside FMR's performance in population health already is advantageous to show that Riverside FMR is
well-positioned as a patient centered medical home and already engaged in ensuring care gaps are addressed, avoidable ER visits are reduced and readmissions avoided for its Medicaid population.

## Data Collection.

A. The goals of the program.

1. Resident completes Riverside FMR program within the 3 -year timeframe;
2. Resident is an underrepresented minority, from a rural area, or disadvantaged background;
3. Resident practices in Virginia one year after program completion;
4. Resident practices in an underserved or rural area in Virginia one year after program completion;
5. Resident serves Medicaid members after program completion.
B. Data to be collected to measure the success of the program?
6. Quarterly, document residenl's developmental progress to graduate in three years.
7. Quarterly, document Riverside FMR Medicaid quality performance
8. Quarterly, document Riverside FMR Medicaid avoidable ER visit volume
9. Quarterly, document Riverside FMR Medicaid readmission rates
10. Post-FMR Graduate Year $\uparrow$, document whether resident completed program in 3 years
11. Post-FMR Graduate Year 1, document whether resident was an underrepresented minority, from a rural area, or disadvantaged background
12. Post-FMR Graduate Year 1, document whether resident is practicing in Virginia
13. Post-FMR Graduate Year 1, document whether resident is practicing in an underserved or rural area in Virginia
C. How the success of the training program will be evaluated.

Success of the training program will be evaluated based on results of the data collected quarterly and post-FMR Graduate Year 1. As far as results, success will mean a graduate that meets all developmental progress checks, remains in Virginia to practice in an underserved or rural area, post-graduation, and while in the Riverside FMR program, maximizes all four provider quality incentive program metrics for Medicaid and remains one of their top-performing practice sites in Virginia.

## Sustainability Plan.

1. Projected annual funding of $\$ 100,000$ appears relatively sufficient for this GME slot when direct and indirect expenses are considered below in the Budget Plan.
2. Should replacement/sustainment funds be needed above and beyond the Medicaid supplemental payment, Riverside Health System will provide necessary funds to ensure support of its residents for the remainder of the program.
3. Since 1968, Riverside has had a long-standing institutional commitment as a teaching hospital that invests in the medical education of our future family practice physicians. Riverside has shown through the years that it is able to support ongoing program costs.
4. No changes are expected in the role of the partners.

## Budget Narrative and Plan.

## The Budget Narrative.

Riverside's Family Medicine financial statements combine two cost centers that contain both medical education and operational components. The 2014 cost report is the latest version available and provides a breakdown of how Riverside reports revenue and expenses for Riverside FMR. An excerpt of the 2014 cost report is below in the Budget Plan to provide the magnitude of the current Riverside FMR program financials. Details of the components include the following:

1. Revenue includes monies received through Riverside FMR practice operations, direct medical education \{DME), intern/resident grants, and miscellaneous incorne such as Shared Savings received. Revenue is added together to report total collections.
2. Expenses include salaries of faculty, residents, clinical and administrative staff supporting the Riverside FMR center and residency, benefits, fees, malpractice insurance, drugs, other supplies, services, intercompany services, utilities, depreciation, lease costs and bad debt. Expenses are totaled for total expenses. Incremental direct expenses (*) for residenis include: salaries, benefits; courses in ALSO, PALS, ACLS, NRP; lab coats, temporary/renewed/permanent medical license fees, mileage to affliated practice sites, intraining exams (COMLEX Level 3 or USMLE Step3); AOBFP (DO) boards andfor ABFM certification exam; ABFM, AAFP, AOA (DO) dues, Practice Office Management Conference travel, CME Fund. Indirect costs are less easy to estimale with some "to be determined (TBD)" but typically include faculty/staff salaries, utilities, depreciation, services, intercompany services, bad debt, drugs,

3. Contribution Margin is calculated subtracting expenses from revenue.
4. Indirect Medical Education (IME) is added to contribution margin.
5. Corporate Overhead is subtracted to determine the Net Gain of the program.

2/9/2018

Bradley J Touchet, MD
Program Director
VCU - Riverside Family Medicine Residency
Riverside Brentwood Medical Center
10510 Jefferson Avenue, Suite B
Newport News, VA 23601
Dear Dr. Touchet,

The Review Committee for Family Medicine, functioning in accordance with the policies and procedures of the Accreditation Council for Graduate Medical Education (ACGME), has reviewed the information submitted regarding the following program:

Family medicine
VCU/Riverside Regional Medical Center Program
Riverside Regional Medical Center
Newport News, VA
Program 1205131323

Based on the information available to it at its recent meeting, the Review Committee accredited the program as follows:

Status: Continued Accreditation
Maximum Number of Residents: 42
Effective Date: 01/31/2018
The Review Committee determined that the program is in substantial compliance with the ACGME's Program Requirements and/or Institutional Requirements and did not issue any new citations.

AREAS FOR IMPROVEMENT / CONCERNING TRENDS


The ACGME must be notified of any major changes in the organization of the program. When corresponding with the ACGME, please identify the program by name and number as indicated above. Changes in participating sites and changes in leadership must be reported to the Review Committee using the ACGME Accreditation Data System (ADS).

Sincerely,


Eileen Anthony, MJ
Executive Director
Review Committee for Family Medicine
312.755.5047
eanthony@acgme.org

CC:
Christopher Stolie, MD

Participating Site(s):
Children's Hospital of the King's Daughters
Gardens at Warwick Forest
Riverside Regional Medical Center

