Tufts Health Care Institute, 1995-2016

This document has information about Tufts Health Care Institute (THCI) that previously appeared on the THCI website.

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Mission and History

Tufts Health Care Institute (THCI) is a not-for-profit educational organization established as a collaborative venture of Tufts University School of Medicine (TUSM) and Tufts Health Plan (THP). In support of its mission, the Institute develops, delivers, and evaluates a variety of certified educational activities, including live workshops and online courses, for practicing and prospective health care professionals. The Institute’s mission is to help physicians and other health care professionals deliver high quality, cost-effective, evidence-based, and patient-centered care—essential goals for health reform.

THCI also partners with other groups and organizations to address their educational needs in support of their missions and goals. These partnerships can include planning, creating, delivering and evaluating instructional resources and activities.

Mission

The mission of Tufts Health Care Institute (THCI) is to help physicians and other health care professionals, at all stages of their training and development, to practice comfortably and effectively in a complex and evolving health care environment. In support of this mission, the Institute develops, implements, and disseminates educational programs and activities that promote the practice of high quality, cost-effective, evidence-based, and patient-centered care. THCI’s ultimate aim is to improve clinician performance, patient care and health outcomes through education.
The educational goals of THCI are to:

- Generate timely and relevant educational activities for physicians and other health care professionals on a local, regional and national level that draw upon best practices in clinical medicine, research and education.
- Support the development and maintenance of physician proficiency in the competencies defined by the American Board of Medical Specialties (ABMS) and the Accreditation Council for Graduate Medical Education (ACGME), with a particular focus on Systems-based Practice, Practice-based Learning and Improvement, Professionalism, and Interpersonal and Communication Skills.
- Provide innovative and high quality educational content and resources designed to produce a measurable impact on the learners’ knowledge, attitude and skill, with the ultimate aim of improving patient care and health outcomes.
- Integrate THCI’s educational programs and interventions, to the extent possible, with existing curricula and work flows in the learners’ practices and delivery systems.

**Brief History**

Founded in 1995, Tufts Health Care Institute is an independent, not-for-profit educational organization established as a collaborative venture of Tufts University School of Medicine (TUSM) and Tufts Health Plan (THP). THCI was the first educational partnership between a medical school and network model health maintenance organization. The intent of the founders was that THCI would provide education and training to learners and organizations both within the Tufts community and beyond.

In 2005, THCI assumed responsibility for managing the **Tufts University School of Medicine (TUSM) Office of Continuing Education (OCE)**. TUSM OCE was established over 30 years ago primarily to serve the continuing education needs of Tufts-affiliated physicians. Today, the OCE sponsors, develops and implements continuing education (CE) programming that addresses health care improvements and enhances the professional development of both TUSM-affiliated and non-TUSM physicians, nurses, pharmacists and other members of the health care team. Activities include live conferences, live and archived Internet courses, journals, and point-of-care continuing education.

- TUSM OCE was awarded **Accreditation with Commendation** through November 2018. This is the highest recognition awarded to a Continuing Medical Education Provider by the **Accreditation Council for Continuing Medical Education**.
- TUSM OCE was awarded **Accreditation with Distinction** through March 2016. This is the highest recognition awarded to a Continuing Nursing Education Provider by the **American Nurses Credentialing Center’s Accreditation Program**.
- TUSM OCE is accredited by the **Accreditation Council for Pharmacy Education** as a provider of continuing pharmacy education.
Founding Organizations

Tufts University School of Medicine (TUSM), founded in 1893, is one of the leading medical schools in the United States. The school has graduated more than 8,000 physicians and has a distinguished tradition of excellence in research and patient care, and in providing graduates with a solid foundation in both the basic and clinical sciences. Based in Boston, Massachusetts, the school offers students clinical experiences in more than 30 affiliated institutions, ranging from inner-city, tertiary-level hospitals to rural and ambulatory care settings. The school offers a number of combined-degree programs, some in collaboration with other local universities, including MD/MPH, MD/PhD, MD/MBA in Health Management, and MS in Health Communications.

Headquartered in Watertown, Massachusetts, Tufts Health Plan (THP) offers a full array of health care coverage options to individuals and through employer groups. These include a Health Maintenance Organization (HMO), a Point of Service Plan (POS), a Preferred Provider Organization (PPO), Tufts Health Plan Medicare Preferred, the Medicare Advantage plan offering comprehensive benefits, and a third-party administrator (TPA). THP was founded in 1979 by Morton Madoff, MD, dean emeritus of TUSM, in affiliation with six Tufts teaching hospitals and their medical staffs. THP’s network now includes 85 hospitals and more than 22,000 clinicians. Tufts Health Plan’s mission is to set the standard for outstanding quality health care, service, and value. THP is one of the nation’s best health plans according to rankings by the National Committee for Quality Assurance.

Board of Directors, Tufts Health Care Institute

Harris A. Berman, MD, FACP
Dean, TUSM; Co-Chair, THCI Board of Directors

James Roosevelt, Jr., JD
Chief Executive Officer, Tufts Health Plan
Co-Chair, THCI Board of Directors

Alan W. Hackford, MD
Professor of Surgery, TUSM; Vice Chairman of Surgery and Director of Graduate Medical Education, St. Elizabeth’s Medical Center
Paul Kasuba, MD  
Senior Vice President and Chief Medical Officer, Tufts Health Plan

Henry Klapholz, MD, MEE  
Professor of Obstetrics and Gynecology; Dean for Clinical Affairs, TUSM

Robert LoNigro, MD, MS  
Chief Medical Officer, CeltiCare Health Plan of Massachusetts

Roland C. Price, MBA  
Treasurer, Tufts Health Plan; Treasurer, THCI Board of Directors

Deeb N. Salem, MD  
Physician-in-Chief,  
Tufts MC; Sheldon M Wolff Professor and Chairman, Department of Medicine, TUSM

Medical Directors, Tufts Health Care Institute

Philip R. Boulter, MD, FACE  
Marc M. Edelstein, MD, PhD, FAAP  
Carolyn S. Langer, MD, JD, MPH

Staff, Tufts Health Care Institute

Senior Management Team

Rosalie Phillips, MPH  
Executive Director, THCI Director, TUSM OCE

Ralph Halpern, MSW  
Director of Content Development and Program Evaluation

Joanne Kelly, MBA  
Director of Finance and Administration

Karin Pearson  
Assistant Director, TUSM OCE

Additional Tufts Health Care Institute Staff

Rosemarie Curran, Project Manager  
Fan Li, Web Developer/Analyst  
Stacy John, Program and Budget Coordinator
Selected Accomplishments

- Created and conducted more than 300 live educational programs on aspects of high quality, cost-effective, patient-centered care for local, national, and international audiences.
- Trained more than 1,000 residency program directors to help them understand the competencies of Systems-Based Practice (SBP) and Practice-Based Learning and Improvement (PBLI) and incorporate these into their curricula.
- Developed the THCI Online Learning Campus (OLC) to help residency programs teach Systems-Based Practice, Practice-Based Learning and Improvement and Professionalism; and enrolled 3,000+ residents in 80+ training programs.
- Awarded a three-year grant by the U.S. Department of Education, Fund for the Improvement of Post Secondary Education (FIPSE)—the only medical education grant awarded in the 2002-2005 cycle—to implement and evaluate the THCI online learning program for graduate medical education.
- Made presentations, facilitated workshops, developed posters at 18 national educational conferences, including: AAMC, APDIM, AHME, ACGME, ACCME,* and National Quality Colloquium.
- Recognized for best practices in medical education by*:
  - APDIM, AHME
    - Online Learning Campus (2002, 2003)
  - ACGME
    - Faculty development for residency program directors (2004)
    - Online Quality Improvement modules and exercises: “A Blended Learning Approach to Practice-Based Learning and Improvement Projects” (2005)
  - AAMC
    - Evidence-based medicine program (2009)
  - ACCME
    - Collaborative Quality Improvement Initiative (2009)
    - Collaboration with New England Quality Care Alliance (NEQCA) to improve care for patients with Type 2 Diabetes (2010)

*Key to acronyms:
AAMC: Association of American Medical Colleges
ACCME: Accreditation Council for Continuing Medical Education
ACGME: Accreditation Council for Graduate Medical Education
AHME: Association of Hospital Medical Educators
APDIM: Association of Program Directors in Medicine

Sample of Grant Funded Activities

**Pew Charitable Trusts**
“Integrating Managed Care and Ambulatory Care Residency Training” (1996—1999)

**Agency for Healthcare Research and Quality**
(small conference grant) “Meeting the Challenge of Medicaid Managed Care: Best Practices for Clinical Care and Teaching” (2001)

**Fund for the Improvement of Postsecondary Education, U.S. Department of Education**
“The Online Learning Program in Systems-Based Practice and Practice-Based Learning and Improvement: A Curriculum Integration Project for Medical Education” (2002—2005)

**Agency for Healthcare Research and Quality**

**Health Resources and Services Administration, Area Health Education Centers**
“Teaching and Evaluating Required ACGME Competencies in Systems-Based Practice and Practice-Based Learning and Improvement” (2003—2004)

**The Norman S. Stearns, MD, Grant to Promote Education in Ethics and Professionalism**

**National Institute on Drug Abuse**

**Tufts Health Plan Foundation**
“Improving Coordination of Care in Primary Care Practices: Strategies for Success in the New Health Care Environment” (2010)

**The Doctors Company Foundation**
“Leading Change to Improve Quality and Patient Safety: A Practical Workshop for Clinicians and Educators” (2011-2012)

**The Robert Wood Johnson Foundation**
- To learn more about THCI and its activities, download our [White Paper](http://www.thci.org/thciorg/media/THCI/Files/Whitepapers/Tufts-Health-Care-Institute-white-paper-2014.pdf)
Capabilities

In support of our mission, THCI conducts courses, seminars and conferences—both in the classroom and online—on topics such as quality improvement, cost-effectiveness, evidence-based care and care coordination. THCI staff have deep content knowledge in these domains and are expert in developing, organizing, disseminating and evaluating customized educational resources and programs. The Institute employs active learning techniques in order to increase practitioner competence, skills and performance, with the ultimate goal of improving patient outcomes. Two of our signature programs are “Practicing Medicine in the Era of Health Reform,” an intensive course for senior residents, and “Information Mastery: A Practical Approach to Evidence-Based Care.”

The Institute also:

- Convenes roundtables and summit meetings, with leaders and content experts from multiple perspectives, to examine pressing health system problems and propose solutions. Past summits have addressed such issues as Collaboration in a Competitive Health Care Environment, Breaking New Ground in Employee Wellness, and Opioid Risk Management.
- Provides a toolkit of online learning modules and applied learning exercises—the Online Learning Campus—to support residency program directors in teaching such competencies as systems-based practice, quality improvement, interdisciplinary care management and professionalism.
- Partners with other health-related organizations to support their educational needs and goals. THCI’s role in these partnerships may include planning, creating, delivering and/or evaluating instructional resources and activities.
- Provides leadership for and works synergistically with the Tufts University School of Medicine (TUSM) Office of Continuing Education (OCE). The TUSM OCE is accredited by the Accreditation Council for Continuing Medical Education (ACCME), with commendation; the American Nurses Credentialing Center (ANCC) with distinction; and the Accreditation Council for Pharmacy Education (ACPE).

Publications

Articles Written or Co-Authored by THCI Staff


Phillips R, Halpern R. Conducting Faculty Development Workshops on Systems-Based Practice and Practice-Based Learning and Improvement as Vehicles for Change. ACGME Bulletin. April 2005; pages 12-14.


In the News: Selected Articles About or Referencing THCI


Swing S. Does the outcome project produce change that matters? ACGME Bulletin. February 2004; 3-5.

Tufts Health Care Institute earns 3-Year Grant to Expand Online Training for Physicians. e-learning Magazine. December 16, 2002.


Tufts works with physicians to get their support, says CEO. Interview with Harris Berman, MD. The Quality Indicator. May 2002. pages 13-15.


Tokarski C. Educational tools seek to further managed care goals. Medscape Money and Medicine, 2000. © 2000 Medscape, Inc.

Sanderson S. Peering into the black box: programs expose medical students, residents and faculty to managed care. Managed Health Care News. October 2000;16(10):12.

Lee M. Tufts University School of Medicine. In AAMC and Milbank Memorial Fund, The Education of Medical Students: Ten Stories of Curriculum Change. 2000 [chapter cites THCI as one of TUSM's innovations]


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**Educational Partnerships**

Drawing on our extensive experience and expertise in developing and delivering educational programs about the health care system, Tufts Health Care Institute partners with numerous other organizations to support their educational needs and goals. THCI’s role in these partnerships may include planning, creating, delivering and/or evaluating instructional resources and activities, as well as securing continuing professional education credits as appropriate.

See below for examples of partnerships and THCI’s activities and roles as an educational partner.
Choosing Wisely Massachusetts
Choosing Wisely Massachusetts brings together local healthcare stakeholders to advance the adoption of Choosing Wisely, a national program working to spark conversations between providers and patients to ensure the right care is delivered at the right time.

Greater Boston Interfaith Organization
The Greater Boston Interfaith Organization (GBIO) is a broad-based organization dedicated to collaboration, training, and organizing local communities across religious, racial, ethnic, class, and neighborhood lines for the public good.

International Society for Disease Surveillance
The International Society for Disease Surveillance (ISDS) works to improve population health by advancing the science and practice of disease surveillance. Members represent public health, clinical practice, health informatics and health policy.

Massachusetts Health Quality Partners
Massachusetts Health Quality Partners (MHQP) is a broad-based coalition of health care stakeholders working together to promote improvement in the quality of health care services in Massachusetts.

**MedSolutions**
MedSolutions is a medical cost management company supporting Commercial, Managed Medicaid, state Medicaid, and Medicare Advantage health plans and their providers in improving care for members/patients.

**New England Quality Care Alliance**
New England Quality Care Alliance (NEQCA), affiliated with Tufts Medical Center, is a network of 1,800 community and academic physicians dedicated to providing comprehensive, innovative, high-quality and affordable health care.

**Pri-Med**
Pri-Med is a leading provider of professional medical education solutions to a community of over 250,000 primary care physicians in more than 30 cities across the country.

**Screening for Mental Health**
Screening for Mental Health is dedicated to promoting the improvement of mental health by providing the public with education, screening, and treatment resources.
Tufts Health Plan
Tufts Health Plan is nationally recognized for its commitment to providing innovative, high-quality health care coverage to more than one million members. The plan offers an array of health management programs, which support evidence-based approaches to health and wellness.

Tufts University School of Medicine
Tufts University School of Medicine (TUSM) offers students the academic foundation and clinical experience to move confidently to the next steps in their education, training and careers. Students can pursue degrees in medicine, biomedical research, public health, medical science and other professional degree programs. TUSM also maintains the Office of Continuing Education to support lifelong training of health care professionals.