Through the Patient’s Eyes

Susan Edgman-Levitan wasn’t accepted to the Duke PA Program the first time she applied. She learned about the PA profession when she was in college at the University of Michigan. She had planned to go to medical school, but health challenges resulted in a shift of plans. Like many others, she read the article in Look magazine—and remembers thinking: “This is what I want to do. I can survive anything for two years.” Despite her excellent academic record and hands-on health care experience as a phlebotomist at a free clinic, she was rejected on her first application to the Duke PA Program. Undaunted, she got in her car and drove to Durham, and like many Duke PAs before her, took a position on Nott Ward. She reapplied to the PA Program and was accepted, graduating in 1977.

Susan wanted to work in rural primary care as a member of a collaborative team. Prospect Hill, a rural clinic in Caswell County, North Carolina, fit the bill. When Susan applied, they told her, “We don’t hire PAs.” In her inimitable fashion, she asked, “Why not?” She was hired. She also taught at the PA Program, and was awarded a faculty appointment by the University of North Carolina School of Nursing in recognition of her role as a preceptor for nurse practitioner students. She joined the Duke PA Program faculty full time in 1979 as academic coordinator, charged with helping the program refocus the curriculum toward primary care. Her curriculum task accomplished, she left the PA Program in 1983.

Recruited to the Health and Hospitals Corporation of New York City, Susan joined their effort to refocus clinical services around primary care. It was an intense time, at the height of the AIDS crisis, and the system was overwhelmed with taking care of people with AIDS, especially babies in the care of social services. While she loved her work, marriage and a move to Boston gave her a chance to think about her career goals. Serendipity combined with destiny when she had the opportunity to join the Picker/Commonwealth Grant as the project director; the project mission was to improve quality of care from the perspective of patients. The year was 1987.

The motto of Picker was “through the patient’s eyes.” At that time, there was no scientifically rigorous way for patients and their families to evaluate their experiences with the health care system. The project did qualitative research with clinicians, administrators, patients and families to get a deeper understanding of the experience of care and patient satisfaction. Based on these qualitative studies, they developed survey instruments that enabled patients to report their experiences across the continuum of care.

In 1993, the pioneering work Through the Patient’s Eyes: Understanding and Promoting Patient-Centered Care was published, with Susan Edgman-Levitan as an editor, and the Picker Institute opened to continue this work with Susan as president.

Susan worked with many partners over the years to promote patient satisfaction and redesign of care “through the patient’s eyes.” She has worked closely with many well-known figures in

see Patient’s Eyes on page 11
If there is anything I’ve learned from my years as a PA educator, it’s that you have to stay “on top” of things continuously. We can’t let our curriculum or our program become stagnant…we must continuously evaluate the efficiency, quality, and outcomes of our program. Having worked with the national PA education accreditation process for close to 20 years, I have seen failure to honestly and continuously evaluate a program, along with failure to act on the results of evaluation, as major quality issues for a number of our brethren PA programs. And yes, at times at Duke, our failure to critically evaluate has been problematic.

We’re living in an age of accountability, and “this is not your father’s PA program anymore.” Before I offend any of our early graduates, allow me to explain. When I graduated from a PA program in the 1970s, at the end of the Vietnam conflict, our society was in upheaval. We were stretching many boundaries of behavior, ethics, politics, and, of course, medical practice. Development of the PA profession was perfectly timed for the 1960s and 1970s, when we wanted to “think outside the box,” establish the societal good of healthcare access, and break down the traditional “physician as director—nurse as handmaiden” model of health care. We forged ahead, breaking new ground, creating many models of PA education and practice.

Rigidly structured educational programs and practice were anathema to the PA profession in the 1970s. And, to a certain degree, they still are! We are a society with many more rules than existed 35 years ago. Becoming “established” as a profession has also increased the rules and social norms by which we continue our development. PAs are reimbursed for clinical services, head major research units, establish partnerships, and lead academic programs. We’re “mainstream” and more. We’re no longer breathless from the effort of establishing ourselves as a profession. We
Michael Keene, MHS, PA-C
Chair, Duke PA
Alumni Steering Committee

With graduation ceremonies and recent events, the theme of caring, regard, heedfulness has played itself out repeatedly before me. I was privileged to present the Distinguished Alumnus Award to Susan Edgman-Levitan whose commitment to patient safety and quality of care is unsurpassed. I was encouraged to see the Class of 2004 complete a successful community service project that reached out to the less advantaged. And I was touched by a generous contribution to the PA Scholarship Fund made in memory of John Keever, PA-C (’83) by a classmate, Thomas Furlong, PA-C, MPAS.

It seems the question is not, “does it matter?” but “does it matter enough for me to take action?” We would all agree that many things in life matter, but far fewer motivate us to do something. As Duke alumni, I believe we care. You would not have agreed to enter and sustain the rigors of the program if this was not the case. Most all of those reading this likely care everyday for and about our patients, co-workers, and colleagues. And we care for our profession as it continues to grow and evolve to meet the ever-changing needs within our dynamic healthcare system.

But do we care about our future, where our profession will be in five, ten or even twenty years? Are we interested in PAs being on the cutting edge, serving integral roles in healthcare, and leading in administration and research? Do we care about Duke PAs being the ones leading the way, being qualified, competent, diverse, and courageous enough to follow their dreams? I believe most of us would answer “yes” to these questions, but does it matter enough for us to take action? Having the best and the brightest representing Duke requires resources. It is not possible in the current competitive climate to recruit and retain the most diverse and promising PA applicants without support. Please, take action—send a donation to the PA scholarship fund!

So, does it matter? I believe few would say it does not. But “does it matter enough?”

Hall of Fame nominations are now being accepted.
Information about the Hall of Fame can be found at http://pa.mc.duke.edu/m_fame-index.asp and nominations can be posted on http://pa.mc.duke.edu/fame-nominate.asp.

PA Scholarship Fund
PA Alumni Services and Development Office
Department of Community & Family Medicine
DUMC 3848
Duke University Medical Center
Durham, North Carolina 27710
News from Alumni and Friends

Susan Horlick ('91) is currently working in family medicine in Cary, NC. She has 3 sons; Nathaniel 10, Sam 8 and Josh 4. She has also taught 2 classes at the Duke PA Program.

Heather Poehler ('93) and her husband, Michael Miller, recently celebrated their son’s first birthday. Conrad James Miller, born on April 5, 2003, is a “healthy, joyful, energetic toddler.” Heather is enjoying an extended maternity leave before returning to a practice in pediatrics.

Terri Bramel ('96) has been working at the Alaska Native Medical Center for the past 2 years specializing in HIV/AIDS Care. Her job is a mix of patient care, administration and teaching community health aides — the frontline paraprofessional care providers in rural Alaska.

Suzanne Spivey Brown ('00) “My husband, Ty, and I had twins on December 8, 2003. Noah weighed 6 lbs. 6 oz. and Mary Kathryn weighed 6 lbs. 1 oz. They have grown a lot since then and are doing great.”

John Goldfield ('04) “My wife, Kristen, gave birth to a beautiful girl on 9/19/03. Her name is Audrey Jeanne and she weighed 8 lbs. 12 oz.”

Gayle Marie Patterson ('74) died at home on Wednesday, December 10, 2003 in Chapel Hill, NC. She resided in Greenbelt, MD for over 20 years before returning to Chapel Hill a few years ago. Memorial contributions may be sent to the American Diabetes Association Memorial and Honor Programs, P. O. Box 2660, North Canton, Ohio 44720.

In Memoriam

The American Academy of Physician Assistants (AAPA) has selected Earl V. Echard, PA-C ('73), of Garner, North Carolina, the recipient of its 2004 Outstanding Physician Assistant of the Year Award. The award was presented on May 31st in Las Vegas, Nevada, at AAPA’s 32nd Annual Physician Assistant (PA) Conference. The Outstanding Physician Assistant of the Year Award honors a physician assistant who has demonstrated exemplary service to the PA profession and the community and has furthered the image of physician assistants.

Col. William Tozier, PA ('76) observed the symposium represented the first-ever wartime CME forum for PAs. That’s because the American forces have been, and will remain, in Iraq longer than in wars in recent generations. Bill is the chief of the physician assistant section of the U.S. Army Medical Command at Fort Sam Houston, Texas.

In the January 2004 Issue of AAPA News, “PAs Hold Historic CME Symposium in Qatar on Treating War Injuries,” Col. William Tozier, PA ('76) observed the symposium represented the first-ever wartime CME forum for PAs. That’s because the American forces have been, and will remain, in Iraq longer than in wars in recent generations. Bill is the chief of the physician assistant section of the U.S. Army Medical Command at Fort Sam Houston, Texas.

In the Spring 2004 Issue of Duke Comprehensive Cancer Center, Lee Daly ('84) is featured with Dr. Kim Blackwell of the Duke Breast Program. Lee has worked with several physicians at the Duke Comprehensive Cancer Center over the years, both caring for patients and doing research. She currently works with Dr. Blackwell in the Duke Breast Clinic and laboratory. Lee also teaches in the PA Program, shares her experience with residents and fellows, and conducts clinical research with Dr. Blackwell. She is particularly interested in issues that affect the quality of life of breast cancer patients during and after treatment, such as weight gain, lymphedema, and other side effects. Lee says the most rewarding part of her job is “knowing that I can make a small difference in patients’ lives.”

Alumni and PAs in The News

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Colletti and Coniglio
Present Workshops

Academic Coordinators Tom Colletti and David Coniglio presented a workshop at the 2003 APAP Educational Forum in Phoenix on “Writing Instructional Objectives.” Mr. Tom Colletti published articles on “Mad Cow Disease” and “Influenza” in the February and March issues respectively of Advance for Physician Assistants. He authored another article on “Inflammatory Bowel Disease” which was published in the May 2004 Journal of the AAPA. Mr. Colletti will also do a presentation on inflammatory bowel disease at the 32nd Annual AAPA Conference in Las Vegas in June. He was a speaker at the 9th Veterans Administration Conference in Myrtle Beach, South Carolina in March, presenting “Exercise Prescription” and “Low Back Pain”. Mr. Colletti also lectures for the Duke School of Nursing program on musculoskeletal medicine.

Justine Strand,
Promoted to Associate Clinical Professor

Division Chief Justine Strand was promoted to Associate Clinical Professor. She was also elected Secretary-Treasurer of the North Carolina Medical Society Foundation.

Patricia Dieter,
Task Force Collaboration

Program Director Patricia Dieter is also working on a task force on PA competence in collaboration with representatives from AAPA, ARC-PA, APAP, and NCCPA. Here at DUMC, she is a founding member of the Interdisciplinary Collaborative Education Group, which includes representatives from the School of Medicine, School of Nursing and Physical Therapy Education Division of Community and Family Medicine.

Danielle Bethea,
Accounting Specialist

Danielle S. Bethea, CMA, CPT has joined the permanent staff of the Duke PA Program as Accounting Specialist after working temporarily with admissions for the program. Danielle is a graduate of The Medix School in Towson, MD which gives training in how to manage a medical facility both clinically and administratively. Danielle has a diverse background in healthcare administration, business management, and accounting. She has worked with the University of Maryland School of Medicine, Maryland State Police Department, First Union National Bank, Provident Bank of Maryland, and Accountants On Call, Inc. Danielle serves as a mentor to youth and young single mothers in her church.

Danielle Bethea, Accounting Specialist
The Duke University Physician Assistant Program held the Diploma and Award Ceremony for the 44 members of the Class of ’04 at 3 pm on Sunday, May 9 at the Durham Marriott Hotel. Over 450 graduates, faculty, family members and friends attended the ceremony awarding the Master of Health Sciences degree, with a reception following. The Capital String Ensemble provided musical accompaniment beforehand and during the processional and recessional.

Once again, Dean R. Sanders Williams honored the PA Program with his participation in the ceremony by leading the Hippocratic Oath. Graduate remarks were offered by Amanda J. Scovil, Class of 2004.

Susan Edgman-Levitan, PA, a 1977 graduate and executive director of the John D. Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital, lecturer in the Department of Medicine at Massachusetts General Hospital, and an associate in Health Policy at Harvard Medical School was named Alumnus of the Year. The program recognized her career-long commitment to the improvement of healthcare quality and her leadership in national efforts to support patient rights and preferences in care.

The title of Honorary Physician Assistant was conferred to Eugene S. Schneller, PhD for his pioneering studies on the emerging role of PA and the development of the PA profession. Dr. Schneller is a professor of Health Administration and Policy at the W.P. Carey School of Business, Arizona State University and a clinical professor in the College of Public Health, University of Arizona.

Tami Atkins Lee was presented the Richard J. Scheele Award for outstanding graduate.

The Physician Assistant Program also recognized two long time clinicians who have contributed to the training of our students for many years. Neil Ross MacIntyre Jr., M.D., a practicing pulmonologist and Professor at Duke in the Department of Medicine, has lectured our students for many years. His unfailing support as both lecturer and preceptor deservedly earned him the certificate of appreciation.

Gregory J. Biernacki, M.D., MPH practices at Riverside Williamsburg Medical Arts and Family Practice in Williamsburg, VA, where he precepts our students. He was recognized as a role model in the practice of preventive medicine and chronic disease management, and for his outstanding service as a clinical preceptor to Duke PA students.

The awarding of diplomas and hooding ceremony was conducted by Dean Williams, with assistance from Justine Strand, MPH, PA-C, Division Chief, and other faculty members. Margaret (CeCe) Schmidt, EdD, CLS offered the concluding remarks, after which graduates, faculty, and guests attended a reception.
The Duke University PA Career Day Program was held at Hanes House on Thursday April 29, 2004. There were eleven participants in attendance from across North Carolina.

The agenda was refocused to give the potential candidates a detailed overview of the two-year experience. Program Director, Patricia M. Dieter, MPA, PA-C, welcomed the participants. An overview of the admissions process at Duke was given by Patricia Dieter and Betsy Rothschild, MMSc, PA-C. The participants attended class and had lunch with first year PA students. After lunch, Lovest Alexander, Jr., Director of Recruitment, took them on a tour of Duke University Medical Center. Each participant met individually with faculty at the end of the day to review their qualifications.

Due to its popularity, career day will occur more frequently, especially during “peak” months when we have frequent requests for visits to the program.
The annual Duke University PA Program “White Coat Ceremony” was held on January 5, 2004. This tradition, an important milestone in a clinician’s career, was begun 2 years ago at the Duke PA program. The White Coat Ceremony serves as the first year student’s initiation into the role of health care provider.

The program of distinguished speakers included Dr. Edward Halperin, Vice Dean School of Medicine, who presented the welcoming remarks. Dr. Caroline Haynes, Associate Dean for Medical Education, detailed the history of the white coat and its significance. Peggy Robinson, MHS, PA-C, PA Program faculty, spoke on the importance of clinical professionalism. William Schultz, MHS, PA-C (’81) who practices in Duke’s Pediatric Oncology unit, shared his thoughts on the significance of the Duke PA heritage.

Students were then invited to the podium to be coated by their respective advisors. Closing remarks were made by Pat Dieter, MPA, PA-C, PA Program Director. Following completion of the ceremony a reception was held for students, faculty, and family members in the Hanes House. The festivities seemed to energize the participants looking forward to their first patient encounters.
**Preceptor Profile**

Lisa Shock, MHS, PA-C (Class of 1999) clinical preceptor at North State Medical Center loves to precept Duke PA students because “it keeps me sharp, it is educational and fun.” She enjoys the rigor of thinking critically and thoughtfully about the questions students ask her. She finds that working with students keeps her current. Lisa precepts 5-6 PA students a year for their primary care rotation in her busy family practice in Roxboro. As the only female provider among the six healthcare providers at North State, her patient panel consists of a great deal of well woman care, sexually transmitted infections, menopause and depression. She also cares for a lot of geriatric patients.

The clinic is open 7 days a week. Students have the opportunity to see a broad patient mix from newborns to geriatric patients. Lisa tells students to take responsibility for their learning—“they have such a limited period of time to learn. It is important to treat each rotation as the fantastic learning experience it is.” She believes it is her job as a preceptor to provide as comprehensive an experience as possible.

Lisa remembers her days as a PA student fondly. When asked if she could take any PA class over again, she responds, “clinical medicine with the oral health unit, but without the tests!” She also indicates that the opportunity to work with standardized patients as part of the learning process is one she would have greatly appreciated.

Lisa says she appreciates the opportunity to give back to a program that gave her so much by precepting students. She highly recommends precepting to others as a rewarding endeavor.

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**Clinical Year Update**

The Importance of Site Visits

Physician Assistant Program Faculty is out in full force making visits to clinical rotation sites. As part of our accreditation and commitment to quality clinical education, faculty members regularly visit students on clinical rotations. This is an important opportunity to see the student functioning as a professional in a clinic or hospital setting, to thank preceptors for their time and commitment to the program as well as update contact information. PA faculty greatly enjoy the opportunities to leave the boundaries of the didactic educational setting and see clinical year students in action. Meetings with preceptors are an important aspect of the continuous evaluation process, allowing preceptors to tell us how instruction in the preclinical year is translating into clinical acumen in the second year.
What do the first year PA students and 4th graders at a public school in Durham have in common? The answer is learning. While PA students learn the art and science of medicine, the fourth graders at Burton Elementary learn about history, grammar, arithmetic and personal hygiene.

On a nice warm day in April in Durham North Carolina, a group of first year PA students put away their books and went to Burton Elementary School to perform for the fourth grade class. This was not your regular every day performance, but a lecture in the form of a skit, small group activities in the form of teaching stations and evaluations in the form of informal questions with a small prize for the right answer. The entire session lasted about one hour, filled with activities all prepared by PA students for fourth grade students. Future PAs teaching future adults about hygiene was not just an afternoon off for the 2005 class. Much energy was invested, not only by members of the 2005 class, but by their family members as well. It was a labor of love for learners by learners.

Jerry the germ, Zac the plaque, Sally Suds, Timmy Toothpaste and Captain Clean were some of the characters in a skit entitled “Germ Busters.” The skit, written by Jose Corporan, Kevin Greene, Linda Lien, and Bill Sanford, delighted the kids while introducing them to the evil world of germs and healthy habits to combat them. Captain Clean, Sally Suds and Timmy Toothpaste foiled Jerry the germ and Zac the plaque’s plot to take over the world. With a song on healthy habits, written by Linda Lien, they saved the fourth graders at Burton Elementary from the grip of Zac the plaque and Jerry the germ.

After the skit was presented to approximately sixty fourth-graders, the kids returned to their own classrooms where they were separated into small groups. Each group rotated through various stations that had been set up in their classrooms. The four stations included “proper hand washing,” “oral hygiene,” “general hygiene” and one “activity” station. The activity station included educational games which tested the
Susan joined the John D. Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital as Executive Director. “Dr. Stoeckle is a giant in primary care and a fan of PAs. He is a strong believer in team work and taught at the Northeastern PA Program.” The Stoeckle Center’s mission is to improve the quality of decision making and experience of care for patients, families and clinicians.

“I feel that during my whole life there has been a plan, but that I didn’t necessarily know it. I knew if I just trusted life, the plan would unfold and be fine. I had the sense that if I just followed my intuition, I would end up in the right place.”

She advises health professions students: “We have to train our clinicians that they are not gurus, they are partners and coaches.”

As to system redesign: “People say we don’t have enough money to do all of the things we want to do on the quality side. We don’t need another penny. We need to get rid of the waste so we can use that money to do the right thing.”

Susan reflects that people have sometimes said to her throughout her career, “You will never be able to do that because you are just a PA,” and she would think, “That’s ridiculous. You can do whatever you want to do if you decide it is important.” She feels strongly that PAs need to be appointed to national regulatory, policy and advisory committees. In her role as a co-investigator for national standardized consumer surveys, she has been instrumental in including PAs and NPs in the survey language. “If I were not on the team, it would have been ‘your doctor’ or ‘your nurse.’”

“PAs need to be more visible on the national policy scene. I have been teaching at IHI for years, and NPs and nurses come up to me all the time. Maybe a PA comes up to talk to me once a year. PAs need to be involved and visible.”

Though her work has taken her to new horizons, Susan cherishes her role as a PA, and holds dear her status as an alumnus of the Duke PA Program. “The smartest thing I ever did was become a PA. It gave me the fundamental skills I needed to move in many different directions. My PA colleagues are the people I admire the most. They have inspired me and challenged me to do the best thing possible for improving the quality of healthcare throughout my life.”

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PA History Society Welcomes Duke Students

The Stead Society (Class of 2005) became the first student organization to become an annual sponsor of the Society for the Preservation of Physician Assistant History. The Stead Society became eligible to be a sponsoring organization by getting 80% of entering students to join the PA History Society. By doing so, students received 2-year memberships at a fee of $10 per student rather than regular membership fee of $25.

The PAHx Society’s Board has developed sponsored membership tracks for PA Educational Programs, PA Student Organizations and PA State Chapters, Caucuses and Specialty Groups. The Duke University PA Program is an annual sponsor, as is the North Carolina Academy of Physician Assistants. More information about sponsorships can be found on the Society’s website at http://pahx.org/society.

Class of 2005 News

On February 14th, 20 first year students went to the McGovern-Davison Children’s Health Center to make valentines with the inpatient and outpatient kids. It was a great event and we were able to have fun with many of the patients at Duke’s Children’s Hospital. Most of our activities included making valentines, and creating magnets, necklaces, and bookmarks to share with friends and family.

In addition to the Valentine’s Day event, the PA class of 2005 has continued to be active with various events in the Durham community this spring. Several students helped prepare and serve Easter Lunch at the Urban Ministries Shelter. We have participated in the SafeKids program, promoting water and bike safety, on May 1st & May 15th. Our students also continue to volunteer as counselors in the Smoking Cessation clinic at Lincoln Community Health Center. This program is coordinated with the Duke medical students, and has been a great experience for the students to interact with patients and other students in their community. The Special Olympics will be happening in Raleigh, NC on June 4-6th, and our students are preparing to work as volunteers during the weekend events.
**Class of 2004 Report**

*Don Metzger – Class President*

As the clinical year rushes by, we continue to be amazed at how much we have learned. The clinical year has been exciting, grueling, and rewarding. The Class of 2004 has been deployed throughout North Carolina and into Virginia, Connecticut, and even Denver, Colorado. This has made for Call Back Days filled with stories and camaraderie as we all gather in Durham. Of course, Call Back Days also include end of rotation exams, clinical skills exams, and student presentations. The faculty have done a good job of organizing the Call Back Days to provide reinforcement of important information and to prepare us for the PANCE exam. Sometimes, it is hard to believe that in just a few short months, we will join the ranks of practicing PAs. This sudden realization that our time as students is almost over has motivated many of us to begin searching for employment. To help us with the job search, Mrs. Donna Ecclestone, Associate Director of Medical Staff Recruitment, provided us with valuable information on how to prepare for and conduct a search for employment. While some of the Class of 2004 will remain in North Carolina, many classmates will be spreading out all over the country, continuing to expand the influence of the Duke PA program.

As we close out the clinical year and look back to that very first day of classes, we truly have been molded, nurtured, and transformed into aspiring physician assistants. We wish to express a sincere thank you to the faculty, clinical preceptors, and our families for helping guide us along the way. We are honored to have been taught by a truly remarkable educator and historian of the PA profession, Dr. Reginald Carter, who is retiring. We would also like to welcome the Class of 2006 who will surely continue the tradition of excellence. Finally, the Class of 2004 looks forward to entering the PA profession and becoming alumni of the Duke PA program.

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**Enid Matos Tallmer (’05)**

Selected for Student Leadership Symposium

Enid Matos Tallmer, PA Class of 2005, has been selected for the Paul Ambrose Health Promotion Student Leadership Symposium, to be held in Washington, DC, June 25-27, 2004.

The Health Promotion Student Leadership Symposium is a collaborative initiative between the Association of Teachers of Preventive Medicine (ATPM) and the Office of Disease Prevention and Health Promotion (ODPHP). The primary objective of the program is to provide leadership training and prevention education to medical students, physician assistant students and graduate nursing students interested in medical education, public health, prevention, and health care policy issues.

Enid has a lengthy history of service to needy patients in a variety of settings. Bilingual and bicultural, Enid focused her past employment toward health care settings where public health, prevention, and addressing disparities of resources were at the forefront of care. As a social worker in intensive psychiatric settings, hospice, health department OB/GYN, and emergency medicine, Enid has been in “the thick of it,” providing care in some of the most challenging environments. She has extensive experience in inter-disciplinary teams and in collaborating with other health care providers through her 17 years of experience as a licensed clinical social worker.

The Leadership Symposium is a memorial to Paul Ambrose, MD, who died on American flight #77 bound from Dulles Airport to LA on the morning of 9/11/01. Dr. Ambrose was the Luther Terry Fellow of the Association of Teachers of Preventative Medicine and was the point person on multi-agency collaborations addressing issues such as immunizations, healthy lifestyles, and racial and ethnic disparities in health. He was committed to a lifetime of caring for the underserved and promoting public health.

Our congratulations to Enid for her selection for this very competitive and prestigious leadership program!
Mark Hsiao (’05) Visits Liberia to Assess Country's Health Care Needs

The December 2003 edition of The New Broom, Liberia’s Weekly Newspaper, featured Mark Hsiao’s (’05) visit to Liberia to assess the country’s health care needs and hold talks with health authorities. A native of Liberia, Mark says his trip resulted from the love he has for his native country and the assistance given him by medical doctors just a few days after the 1979 rice riot when businesses were at a standstill.

Mark is the founder and president of the Liberia-based African American Medical Students Association (AAMSA), a non-governmental organization geared toward promoting health care, preventive medicine and medical services to military conflicts. This health related organization also educates people about preventable disease and decrease mortality rates. AAMSA will shortly establish a health care clinic in West Africa and will also provide basic health-care services as well as preventive medicine education and will also increase awareness of public health and sanitary conditions such as washing hands, hygiene, how to cook raw meat properly and provide an opportunity for students as well as health providers to the local population in Africa.

During his visit to Liberia, Mark met with Liberian medical officials, Dr. Peter Coleman, Minister of Health, Dr. Nathaniel Bartee, Deputy Minister of Health, Dr. Benson S. Barh, Chief Medical Officer, and Dr. Sarwa, National Health Advisor to the President, and toured various health centers in Monrovia including Soniwein, Slipway, Redemption and the John F. Kennedy Hospitals.

Mark is committed to working for the restoration of health care upon his return to Liberia after graduation.

Nancy Bahnsen (’04) Wins 2003 Student Scholarship

In 1994, the Society of Emergency Medicine Physician Assistants began awarding monetary scholarships for senior Physician Assistant students who were pursuing careers in emergency medicine. Nancy Bahnsen (’04) was one of the winners of the 2003 Student Scholarship, receiving a $500 scholarship. Nancy has been a paramedic for 18 years and held the position of Paramedic Captain with the San Francisco Fire Department.

Director’s Corner continued from page 2

need to take a deep breath, take stock of what we have done and are doing, bring our processes into the light of day, compare them to standards and norms, and make things better where the need exists.

So, what has the Duke PA program recognized as needing change lately? The agenda from a recent faculty retreat tells it all. We evaluated the need for and purpose of the final preceptorship, which in past years had served as a “bridge to employment,” but no longer does; effective in 2006, the preceptorship will be discontinued and we will develop a comprehensive PANCE review course to be taken by all our students. As we strive to accept more disadvantaged students, it is critical that all graduates pass the PANCE on their first attempt to enter the workforce as quickly as possible. At the same retreat, we established a new curriculum for the combination of two courses, Health Systems Organization and Perspectives on Health, which will become Practice and the Health System in fall 2004. And, finally, we took a serious look at grade inflation in the clinical year. Seventy-five percent of our students received Honors as clinical rotation grades in 2003-2004 (not unlike “Lake Woebegone,” where all the women are strong and all the children are above average). For the next clinical year, an objective assessment of the students’ level of cognitive knowledge associated with the rotation (a.k.a., the clinical rotation exam), will be on equal footing with the preceptor’s evaluation of the student.

Times change and the Duke PA Program continues to change. If we are to continue to educate and graduate PAs well equipped to provide quality patient care, maintaining the status quo is not an option.
Contributions to the Alumni Scholarship Fund

**Special Gifts**
- Nancy and James Hill, Jr. (’76)
- Lisa and John McElligott (’74)
- Anonymous

**Stead Club**
pledged $5,000 over 5-year period
- Sherry and Reginald Carter (’78)
- Pat and Bob Dieter
- Mary Ettari (’81)
- Carl Fasser (’69)
- Ed Gaile (’78)
- Holly Hausmann (’81)
- Darlene Haviland (’89)
- Paul Hendrix (’75)
- Stacey and Andrew McCorison (’88)
- Thomas Miller (’74)
- Marc and Cecile Noel (’94)
- Gayle Patterson (’74)
- Carol Phillips (’74)
- Justine Strand (’81)
- Clara Vanderbilt (’71)

**Platinum and Gold**
pledged $1,000 to $4,999 over 5-year period
- Bruce Alter (’73)
- Wayne Anderson (’75)
- James Bartow (’71)
- Vaughn Begick (’75)
- Marylou Bembe (’86)
- Lisa Berdan (’88)
- James Blouse (’73)
- William Bosley (’88)
- Lorrin Bowen (’92)
- Deborah Burdulis (’89)
- James Byrd, Jr. (’78)
- Terry Carle (’74)
- James Carter, Jr. (’86)
- Patrick Cullen (’89)
- Leonard DeLorenzo (’85)
- Jill Eggers-Knight (’85)
- Kenneth Ferrell (’97)
- Karen Foreman-LaMaster (’88)
- Rebecca Estes Dunn (’78)
- Earl Echard (’77)
- Karen Foreman-Lamaster (’88)
- Thomas Furlong (’80)
- Marcia Herman-Giddens (’78)
- Carole Hohl (’80)
- John Horn (’78)
- Andrew Ilobre (’77)
- Georgina (’91) and Michael Keene (’91)
- Jack Lord (’81)
- Thomas Godkins (’69)
- Mary Passannante (’89)
- Susan Poncet (’93)
- Mary Beth Petrasek (’87)
- Philip Price (’82)
- Michael Quirk (’70)

**Silver and Bronze**
contributed or pledged $100 to $999 over 5-year period
- Bruce Alter (’73)
- Wayne Anderson (’75)
- James Bartow (’71)
- Vaughn Begick (’75)
- Marylou Bembe (’86)
- Lisa Berdan (’88)
- James Blouse (’73)
- William Bosley (’88)
- Lorrin Bowen (’92)
- Deborah Burdulis (’89)
- James Byrd, Jr. (’78)
- Terry Carle (’74)
- James Carter, Jr. (’86)
- Patrick Cullen (’89)
- Leonard DeLorenzo (’85)
- Jill Eggers-Knight (’85)
- Kenneth Ferrell (’97)
- Karen Foreman-LaMaster (’88)
- Rebecca Estes Dunn (’78)
- Earl Echard (’77)
- Karen Foreman-Lamaster (’88)
- Thomas Furlong (’80)
- Marcia Herman-Giddens (’78)
- Carole Hohl (’80)
- John Horn (’78)
- Andrew Ilobre (’77)
- Georgina (’91) and Michael Keene (’91)
- Jack Lord (’81)
- Thomas Godkins (’69)
- Mary Passannante (’89)
- Susan Poncet (’93)
- Mary Beth Petrasek (’87)
- Philip Price (’82)
- Michael Quirk (’70)

**Other Contributions**
- James Blackshear (’83)
- Bruce Bowman (’83)
- Theresa Bogs (’93)
- Shannon Briggs (’95)
- Ina Cushman
- Daniel Davis
- Linda Decker (’81)
- Mary Drieback (’84)
- George Engstom
- Joanne Farrell (’75)
- Leigh Florio (’02)
- Ronald Grimm (’76)
- Francis Hannah (’95)
- Dawn and Harold Herbst, Jr. (’83)
- Edward Healy (’02)
- Gordon Hixson
- Edward Huechtker (’75)
- Daniel Jenack (’77)
- Gloria Jordan (’88)
- Robin H. Jordan (’79)
- Ray Kolarsey (’79)
- Guy Jackson (’89)
- Howard Lee, Jr. (’78)
- Dean Little (’78)
- Abraham McCoy (’90)
- Katherine McKitterick (’02)
- Niall McGinnis (’82)
- Dina Newman (’91)
- Karen Millstein (’92)
- Kelly Parker (’94)
- Mary and Robert Peoples (’77)
- Dene Reich
- Catherine Santoro (’84)
- Laurie Scott
- Marjorie Shrosky (’86)
- Jeffrey Stajich (’81)
- Beverly Tashe (’87)
- Richard Tnezar (’94)
- Erika and Mitchell Wilson (’92)
- Wallace Wilson (’88)

The record above includes individuals who responded to our first and second Stead Campaign conducted by telephone in November 2001, March 26 & 27, 2002 and those who have contributed since May, 2004. Please forgive us if your name has been inadvertently left off the list.
Let Us Hear From You!

Alumni are interested in hearing from you!
Send us a note about your professional activities, any “demographic” changes (e.g., marriage, children, moves), honors, newspaper articles or anything else you would like to share with your classmates and other alumni.

Please send your note to:
Mildred Woody, PA Program
Dept. of CFM - DUMC 3848
Durham, North Carolina 27710
PAalumni@mc.duke.edu

NAME, YEAR OF GRADUATION

ADDRESS

NEWS I WOULD LIKE PRINTED IN THE NEXT NEWSLETTER


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Community and Family Medicine
Physician Assistant Program
DUMC 3848 - Durham, NC 27710