

David C. Leach Award



Named to honor the ACGME's former Executive Director, Dr. David C. Leach (1997-2007), and his commitment to resident education and physician well-being, this award recognizes resident/fellow-led projects and innovations.



Thomas R. Greenwood, DO

Team Members: Shpetim Gina; Joshua Johnson, DO

Family Medicine

Central Washington Family Medicine Residency

Yakima, Washington

About the Project:

"While Tommy has demonstrated excellence in many areas, he has made significant contributions to foster innovation, increase efficiency, and improve communication and patient care within our program. Within his first year of residency, Tommy has been integral in leading the following projects:

- Development of a new Patient Tracking System. In replacing our outdated patient tracking software, Tommy worked tirelessly to find a new patient tracking program, built out the program features, and communicated with the software developers to integrate faculty and resident feedback to create an easy-to-use interface that clearly communicates medical information and is mobile-compatible so it can be accessed easily on any smart phone. This new program significantly improved physician efficiency, satisfaction, and ability to care for patients.
- Representing residents in the EMR Working Group. From his first month in residency, Tommy joined our clinic's EMR Working Group, a monthly meeting that brings together representatives from each department in order to discuss EMR and workflow improvements. Throughout these meetings, Tommy has worked synergistically within an interdisciplinary setting, incorporating resident and faculty feedback to make changes to our EMR system. As a result of his efforts, these changes have improved communication among the members of our healthcare team and streamlined several of our clinical workflows among varying departments.
- Improve our Physician Scheduling System. A key area of inefficiency that has been identified within our program is faculty and resident scheduling. Our current system

relies on various Excel spreadsheets emailed out approximately one week prior to the rotation block.

Tommy is the lead resident in transitioning to a cloud-based scheduling system. On his own time, Tommy has built out template schedules for every possible rotation within our residency program and assisted residency leadership in configuring the system settings. This new system will allow resident and faculty schedules to be completed at least 90 days in advance, allowing for improved scheduling of continuity patients, procedures, and preceptors. Tommy has configured the system to provide push notifications to residents' phones, notifying them immediately of any scheduling updates and reducing their email burden. These changes directly improve faculty and resident satisfaction, and dramatically improve communication between our schedulers, nurses, physicians and support staff.”

“Dr. Greenwood began the process with first investigating the software packages available and then making recommendations for the best for our program. After we made our selection, he has since engaged with the vendor in assisting with product development and implementation strategies. He was able to get our program designated as a beta test site and we thus have had influence in how the software is being developed. This is to include ways to take the product to new levels integrating a means to add billing as well as patient information transfer to the team. The implementation is an ongoing success for our program as well as having Influence as to how the software can improve other residency programs. This has all been done while he has performed exceptionally well as an intern in our program.”

“Collaborating with Dr. Greenwood, Physician Sign Out has been able to identify new features that increase productivity while at the same time eliminating administrative burdens. Dr. Greenwood's efforts have not gone unnoticed from ET Labs. As a result of his collaboration to improve patient care within his group, he has also allowed Physician Sign Out to improve for all other users. For our appreciation ET Labs has awarded Central Washington Family Medicine Residency Program free unlimited use of our software, Physician Sign Out.”