

UNIVERSITY OF ROCHESTER MEDICAL CENTER
DEPARTMENT OF MEDICINE

Division of Transitional Care Medicine Strategic Plan 2024–2029





LETTER FROM THE DIVISION CHIEF

I am happy to share our division's 2024-2029 strategic plan. It is a culmination of a nine-month strategic planning process, where input from diverse voices across the division and beyond were garnered. The end product, resulting in four discrete goals with attainable and measurable objectives, sets a north star for the division in the coming years.

Our five-year strategic plan focuses on improving the care of persons with chronic medical or developmental conditions as they progress through adolescence into adulthood and beyond. To achieve this, our plan focuses on building comprehensive, interdisciplinary clinics; maximizing current and expanding new clinical space to meet growing patient needs; developing the next generation of transitional care medicine clinicians and solidifying the division's research portfolio tied to clinical strengths.

As we launch this exciting new plan, I want to thank everyone in the division for their collaborative efforts creating the plan. As we move ahead implementing the plan, I look forward to collectively making positive advancements to benefit patients across Western New York!



Meliora,

A handwritten signature in dark ink that reads "Steven Scofield MD". The signature is fluid and cursive, with the "MD" clearly visible at the end.

Steven M. Scofield, MD

Division Chief, Transitional Care Medicine

Mission

To improve the health and well-being of persons growing into adulthood with pediatric onset conditions through unique, patient-centered care in Western New York and beyond.

Vision

All persons with pediatric onset conditions have medical and community supports to live happy and healthy lives as they grow into adulthood.

Values

Integrity

We value integrity and accountability. We are open and transparent with each other and with our patients/families, honest and ethical while upholding the highest professional standards.

Inclusion

We value diversity, equity and inclusion. We embrace the UR Medicine's commitment to being an anti-racist, diverse, equitable and inclusive division. We strive to make every person feel welcomed and work to ensure that everyone's voice is heard and valued. We believe that racism, racial inequity, discrimination, harassment, and violence are public health issues, and we commit to being part of the solution.

Compassion

We value compassion and creativity. We remind ourselves to think outside the box, engage with our patient/families to creatively solve problems, think critically with the big picture in mind, and challenge the status quo by thinking outside the box to develop better ways of doing things.

Accountability

We value integrity and accountability. We are open and transparent with each other and with our patients/families, honest and ethical while upholding the highest professional standards.

Respect

We value compassion and respect. We are committed to providing compassionate, respectful, and culturally informed health care services to every patient, regardless of race, ethnicity, cultural background, language proficiency, or health literacy.

Excellence

We value excellence. We focus on the needs of our patients and our team members, go beyond what is expected of us, take responsibility for our own actions, take ownership of problems, and work diligently with our patients and team to find solutions. We continually challenge ourselves and each other to grow personally and professionally, seek opportunities to learn and help those around us do the same.

We value well-being. We find meaning in our work and recognize the importance of our own well-being by ensuring our care team finds the right balance between their person and professional lives.

Goals and Objectives

GOAL 1

Expand unique clinical services to DTCM's target populations by creating comprehensive, interdisciplinary clinics.

OBJECTIVES

- Develop unique clinical service delivery systems for persons with intellectual or developmental disabilities (IDD)
- Start neuro-muscular interdisciplinary clinics
- Grow trach vent interdisciplinary clinic services
- Expand sickle cell clinical adult program
- Explore a health care model to bring health care services to home-bound patients

METRICS:

- Number of clinics dedicated to neuro- muscular and pulmonary population
- Number of sickle cell patients enrolled in clinical program
- Infusion center occupancy



GOAL 2

Maximize current space capacity and plan for practice growth and expansion.



OBJECTIVES

- Determine practice growth and expansion needs
- Start mental and behavioral health services

METRICS:

- Practice capacity and access
- Workflow and patient through-put optimization

GOAL 3

Develop and retain the next generation of transitional care medicine providers.

OBJECTIVES

- Refine fellowship to ensure training is applicable across multiple clinical disciplines and career paths.
- Expand clinical workforce capabilities by providing Intellectual and developmental disabilities (IDD) training for existing internal medicine, med/peds and family medicine providers.
- Further codify division faculty and staff career paths and special opportunities for professional development/advancement

METRICS:

- In-service education focused on IDD population care needs (clinical, care management) to med/peds, internal medicine, family medicine and community providers.
- Career goals planning and mentorship for faculty and staff

GOAL 4

Increase research effort and expand grant opportunities.

OBJECTIVES

- Grow research portfolio in the community and tied to clinical strengths such as cystic fibrosis, IDD, sickle cell
- Support and develop junior and mid-career researchers

METRICS:

- Research growth in areas connected to clinical strengths.
- Expand mentorship opportunities
- Increase in scholarly productivity



For more information, please call (585) 276-7900 or visit
www.urmc.rochester.edu/transitional-care-medicine.aspx.

