

MEDICAL SCHOOL FACULTY COUNCIL

**Speakers Meeting
Tuesday, December 19th, 2006
4:00 P.M. – 5:30 P.M.**

SCCC Room 1301

Members Present:	Members Absent:
Fazal Ahamad, Ph.D. William Awad, M.D. Kermit Carraway, Ph.D. Timothy Cleary, Ph.D. Mary Ann Fletcher, Ph.D. Diana Lopez, Ph.D. Arnold Markoe, M.D. Abdul M. Mian, Ph.D. Mavara Mirza, M.D. Jeffrey Raskin, M.D. Carl Schulman, M.D.	David Arnold, M.D. (excused) Deshratn Asthana, Ph.D. (excused) Samir Beydoun, M.D. (excused) Nanette Bishopric, M.D. (excused) Orlando Gomez-Marin, Ph.D. Jose Martinez, M.D. (excused) Ernesto Pretto, M.D. John Ragheb, M.D. John Thompson, M.D.
Others Present:	
Richard J. Thurer, M.D. Jorge Jr. Guerra, Jr., M.D.	

The meeting was called to order at 4:10 p.m.

- 1. Approval of November 21, 2006 Minutes:** Minutes were unanimously approved as submitted
- 2. Dr. Jorge Guerra:** Input from UMMG to “Clinical Competency Evaluation” & PowerPoint presentation

Dr. Mian reminded the Committee how the Clinical Competency Evaluation issue began; now the Counsel needs to implement it. Before it is implemented, Dean Goldschmidt recommended that the Council passes it by the UMMG and that they talk to Dr. Jorge Guerra. Dr. Guerra is at the meeting to talk about his recommendations.

Dr. Guerra stated that he was impressed with the details of the work that the Council did. He stated that what the Dean shared with this committee at the last meeting of Nov. 21 as reflected in the Minutes, is the fact that many of the issues

were beginning to be uncovered. There are cases of individuals who were dismissed because of a unilateral determination by a division chief or chair who said that their clinical competence was not “up to par,” whatever that means. And since there are no other parameters to retain individuals, those individuals were terminated.

There is a dual purpose to this process: 1) renewal of contracts, and 2) the ability of clinical faculty members to be promoted.

Over the past year, the UMMG has been developing a decentralization of the governing structure of practice where they can bring these things to a more uniform note. An office of service excellence and a clinical operations committee were established and both are tasked with developing the parameters by which the service and performance of any practitioner can be measured. They will develop standard measurements and benchmarks of those standards and then feedback issues about retainability and promotion of individuals. Dr. Guerra said he would like to offer the services of those subcommittees of the UMMG that are already involved in measuring, monitoring and creating standards and to putting the committee’s findings and/or recommendations into the record of those individuals to be used for promotion.

Dr. Guerra quoted from the last paragraph of what was published as the report of the Subcommittee of the Faculty Council: It states that the Subcommittee recommends the department of Faculty Affairs develop a mechanism in the event that a practitioner’s evaluation is deemed to be unsatisfactory. He suggested that they implement minimal language that identifies and manages individuals who fall below the standards.

An Office of Service Excellence was created in 2001 and was intended to bring a level of service orientation to training of faculty members who are involved in clinical practice. There are 160 non-practitioner service ambassadors in the entire clinical practice which includes Anne Bates Leach Eye Hospital, UMHC, Sylvester Cancer Center, and Professional Arts. These are the folks that when a service breakdown occurs, they feed that information to them because they are most familiar with that area of practice.

In addition, the UMMG has begun to do surveys that measure patient satisfaction. They’ve also started doing something that’s call mystery shopping. They’re beginning to test the ability to provide service to patients so this can be reported, and take specific measures to solve issues like scheduling appointments, etc.

In addition, the UMMG has established a web-based or email-based ability for anyone who observes a service breakdown event to access a web-based form to report it directly to the UMMG. This will then begin a process called physician mentoring and monitoring. Once all of that happens, then they’ll get into what’s called enforcement of policy. One initiative to be put into place is to track

individuals who don't complete discharge summaries on time. The Dean has asked the UMMG to put together an enforcement policy that will identify deviations from what will be acceptable completion of discharge summaries.

Another area they are looking at is individuals who cancel clinic indiscriminately. UMMG is being inundated with complaints from patients regarding this issue. The UMMG has been asked to come up with an enforcement policy that addresses that issue.

Dr. Guerra showed the committee language of a sample policy. It requires that after a verbal notice, department chairs or supervisors will notify individuals in writing that the next step will result in a fine. What the UMMG is proposing is a fine that will be applied uniformly to any breakdown away from policy regardless of what it is. Five percent of an individual's salary will be held back.

Dr. Guerra stated that what they're going to propose to Faculty Affairs is that they leave the physician mentoring and monitoring of those who fall below the standards to a committee that they are going to establish. The UMMG is in the process of signing a contract with a person by the name of Jerry Hickson. Dr. Hickson is world-renowned in physician mentoring and monitoring and identifying service breakdowns at the physician level so that you can prevent individuals' careers from spiraling down. They are going to bring Dr. Hickson's group here.

Dr. Mian said that the committee will ask Dr. Guerra to come back and talk about this when it is finalized. Dr. Guerra said that he would like to have an opportunity to bring back to Council language that will enhance what the Council has produced and allow Faculty Affairs to have some mechanism to implement this.

3. Council Representation on UMMG

Dr. Guerra told Dr. Mian that it would be a good idea for the Council, since the Council has always had a representative on the UMMG committees, to appoint another member. Dr. Awad is currently a member. Dr. Schulman volunteered to sit on the UMMG Committee.

4. Other business

Dr. Markoe said that the search for the chair of the department of Medicine was going well.

Meeting ended at 5:30 PM