

Leadership Team Notes
September 13, 2013
8-9:30am * Benedict E & F

Attendees: Bob Baldor, Sandy Blount, Alan, Chuman, Joe DiFranza, Frank Domino, Steve Earls, Warren Ferguson, Dave Gilchrist, Beth Koester, Dan Lasser, Melissa McLaughlin, David Polakoff, Stacy Potts, Herb Stevenson, Linda Weinreb

Not present: Greg Culley, Dennis Dimitri, Beth Mazyck, Jim Ledwith, Jackie Coghlin-Strom, Kathy Sweeney

Announcements

1. The theme for next month's morning leadership team retreat (October 4 from 9am-12pm, The International, Bolton) will focus on how we can make our practices work better. The faculty retreat will begin at noon on October 4th with lunch (same location). Eric Dickson will be the plenary for the afternoon and will present his vision for UMass Memorial with a town meeting type discussion directly following his presentation. We'll have two concurrent sessions in the afternoon followed by cocktails and dinner.
2. Michael Magill, MD, our scheduled Putterman lecturer is unable to come to Worcester this fall. All Putterman events have been cancelled for October 8th, though our Annual Dinner meeting will still take place that evening. Our new Putterman Lecturer is Lucy Candib, who will deliver her lecture on October 22nd in honor of Steve. In recognition of Primary Care Month, Grand Rounds will highlight our own family medicine faculty:

October 1: Dr. Domino "Top 10 Updates from the Medical Literature in 2013"

October 8: Dan Lasser: "Family Medicine: Past, Present and Future"

October 15: Dr. Reidy "Palliative Care in Primary Care"

October 22: Dr. Candib: Putterman Lecture – "In It for the Long Haul: Continuity of Care from a Life Cycle Perspective"

October 29: Dr. Potts "The Next Generation of Family Medicine: Our Learners, Our Learning Environment, Our Future"

3. Budget – Budget planning for FY14 continues. The Medical School has lowered its funding for the Department. Their current formula-based approach provides little support for non-tenure track research or for discretionary work – which we have used in the past to invest in new programs, curricula, or academic work that is not directly related to the standard curriculum. Within this context, we are projecting that we will meet our target of breaking even for the coming year; however it will require tight management, meeting targets, etc.

Presentation of the Educational Award Nominees

Members of the team presented their nominees for this year's Education Award, and each was discussed. The final list will be distributed to the team through a SurveyMonkey survey, asking for up to 5 votes from each member. The Senior Leadership Team will review results make final recommendations to Dan.

Discussion of Clinical Quality

The majority of the meeting was devoted to quality within our practices. The most up-to-date AQC data from the clinical system and UDS data from the CHCs was shared with the team (attached). Main points of the discussion included:

What works:

- Standardization
- Tolerance for individual deviations from specific goals
- Systems independent of physicians; staff dependent (i.e. MAs)
- Protocols
- Good actionable data
- Feedback
- Setting goals for faculty
- Active resident involvement
- Assignment of project champions
- Periodic checks on how systems are working

What should we do to improve?

- Spread good work
- Standardize practice guidelines
- Implement new ideas across the practices
- Focus on high risk patients

The discussion will continue at the Team's retreat on October 4th at The International in Bolton, MA.