

Leadership Team Meeting
September 11, 2015
Benedict E & F * 8-9:30am

Announcements

- **WDMS Award winners** – We were recently informed that two of our family medicine leaders will be recognized by the Worcester District Medical Society this year. Co-nominated by Dan and Dean Flotte, Michele Pugnaire will receive the Career Achievement Award at the Fall District meeting on October 26 and Warren Ferguson will receive the Community Clinician of the Year award at the Business Meeting on April 13. Both events will be held at the Beechwood Hotel.
- **Department's 5-year review** – The site visit has been scheduled for Wednesday, March 30 – Friday, April 1; please mark your calendars. We will be calling on many of you to be available to participate in one or more meetings during the 1.5 day visit with the review team. In addition various surveys will be distributed this Fall and although we realize these take time we ask for you to support these efforts.

Timeline:

- **September** - we will distribute our Faculty Climate Survey which we administer every two years. In preparation for the review we have added a few questions to get some data on specific areas the reviewers are interested in.
 - **November** - The Medical Group will distribute the Moorhead survey
 - **January** - Alan's Feedback for Change survey as part of his completed A3
 - Additionally, we will be sending mini-surveys to the faculty so you can update us on things like publications, awards, service and presentations worthy of note over the last five years.
- **Faculty Retreat agenda** – This Fall's faculty retreat (October 23-24, Cyprian Keyes) will focus on practice transformation. A draft agenda is attached for review.
 - **Staff change:** After many years coordinating our faculty retreats, Heather-Lyn Haley will be stepping down from this role and Sue Foley from the CFDC will assume the responsibility for these two annual events. Watch for an email from Sue to RSVP.
 - **Putterman Lecture** – David Loxterkamp will be joining us on October 6 to deliver the Putterman Memorial Lecture, The Once and Future Family Medicine: A Minority Report at 12pm in the Memorial Amphitheater. We would really like to fill the amphitheater and will be providing lunch for those who attend the session at Memorial. Dr. Loxterkamp will also be joining us for the Annual Dinner meeting that evening. A draft agenda is attached for your review.

- **Annual Dinner** – The dinner meeting will be held on October 6 at 6pm with dinner beginning at 6:30pm. Dan will welcome new faculty, acknowledge those with new leadership appointments, present awards and review some Department metrics.
- **Faculty appointments for mid-levels and social workers** – At the time of hire these providers do not receive an automatic faculty designation. The SLT determined that if as their role evolves in the health center and s/he interacts and teaches learners it is up to the Medical Director to alert Melissa McLaughlin to start the appointment process. In most cases an Instructor level appointment will be appropriate but these will be reviewed on an individual basis with consideration of the Medical Director’s recommendation.
- **Primary Care Videos** – The clinical marketing department has produced 8 videos highlighting primary care physicians; 5/8 are family medicine providers including Kristin Mallett, Ahmed Hussain, Rocio Nordfelt, Bency Loudior-Paulynice and Bassem Hanna. You can watch the videos on YouTube: <https://www.youtube.com/playlist?list=PL7PIRFPF0s5Mo4AVGz3mzCiiHwtWU1UrS>
- **Baystate** – The medical school’s relationship with Baystate continues to develop and a number of committees and work groups have been formed. Dan currently serves on the Governance committee and Bob is serving as a member of the Admissions and Curriculum work group.

Budget Update – Alan reported that the Department has been operating better than budget all year. He thanked everyone for their hard work and reminded the group that the decisions that we made almost two years ago (defining full time, expectations for visits/session, reduction in non-clinical offsets) have really helped stabilize the budget. He asked that the practices host “thank you” lunches for providers and staff to celebrate this achievement. The budget submitted for FY16 is breakeven, as required by the Medical Group.

Raises will be given to Assistant Professors, those ramping up and most of our mid-levels. During the November business meeting on the 10th Dan and Alan will review this rationale for raises this year. Dan will be working with the medical directors on a communication plan with individuals eligible for a raise.

Department website redesign – Melissa and Gail Sawosik initiated a conversation with the group regarding the upcoming redesign of the Department’s home page. The focal point of the page currently are outdated photos used on the 4Decades posters designed about 10 years ago. Melissa and Gail shared that the Google Analytics data we have access to has revealed that the traffic to our site comes from those seeking residency programs or post doc training (preventive medicine residency, sports medicine, geriatrics, primary care psychology). It was decided that a focus group at the fall retreat may be an opportunity to get input from faculty on what our public face should look like. Melissa requested that members of the leadership team join that group or select a designee who has interest and may want to participate in conversations about the website 2-3 times a year.

Faculty Wellness proposal – Tina presented her proposal for a faculty wellness program based in the Department (proposal attached). The team provided Tina with the following points to consider:

- Addition of an evaluation component; is this novel to family medicine departments? There is a physician burnout survey that exists which could be distributed but it was suggested that adding questions to Alan's Feedback for Change survey might suffice.
- What about staff who want to participate in this like MAs and PCAs?
- There was some concern about taking on another initiative within the practices.
- Frank mentioned a mindfulness event that many were invited to hosted by the School that will take place in April. It would be nice to have activities planned in the Department leading up to that. Tina will be recruiting committee members who will help bring to give this initiative momentum.
- Commonwealth Medicine may have an interest and want to get involved.
- The effort will only be sustainable if it doesn't require reduction in clinical work.

Chair & Education Award Nominees – Seven nominees were put forward for 2015 Education Incentive Awards. Written nominations will be incorporated into a SurveyMonkey ballot, the leadership team will vote and the final award selections will be made by the Senior Leadership Team. Awards will be presented at the Annual Dinner Meeting on October 6th.

One faculty member was discussed as a possible Chair Award recipient. Final decisions on that award will be made by Dr. Lasser and presented at the dinner meeting as well.

The team also briefly discussed recognizing groups for significant contributions and whether we should move in that direction when appropriate. Individual awards carry a monetary benefit; a group recognition would not.

Leadership Team Retreat, October 23, 9am-12pm, Cyprian Keyes Golf Club – The team discussed some topics to be covered at the retreat including:

- Updating Vision, Mission and Values
- Feedback on the strategic goals of each area

November meeting will be devoted to Community Health and Research.