



COMMITTEE ON CLINICAL AFFAIRS

Mary Malloy, MD

Annual Report 2003-2004

The Committee on Clinical Affairs enjoyed a very productive year during which it met ten times. The Committee's work was facilitated by use of online surveys and electronic communication. The major issues reviewed and acted on by the Committee during 2003-2004 are summarized in this report and include:

- Development and distribution of a Clinical Practice Questionnaire
- On-going participation in the development of the Computerized Physician Order Entry System
- Improvement of support services available to clinicians:
 - Transcription services
 - Telecommunications

Clinical Practice Questionnaire

In June, 2004, the Committee released an electronic survey to all faculty in the Schools of Medicine, Nursing and Pharmacy, soliciting information regarding factors that contribute to the success of clinical practices at UCSF and identification of those areas which could be improved. A similar survey was released to all faculty in the School of Dentistry with questions tailored to clinicians in dental practices (Appendices 1 and 2). Because the response rate to the on-line survey was expected to be low, committee members have begun to schedule meetings with as many practices as feasible to solicit feedback on the survey directly. So far, this has been met with cooperation and enthusiasm.

The Committee anticipates that the responses to the surveys will provide insights into factors that contribute to the successful operation of a clinic and to faculty satisfaction, and will highlight areas which require improvement. The results will also inform the formulation of an agenda for the Committee during 2004-2005. The Committee will review and analyze the responses to the survey in September and October, 2004 and will draft a report of the findings.

Interaction with Hospital Administration

The Committee enjoyed an effective relationship with senior administrators from the UCSF Medical Center during 2003-2004. Tomi Ryba – UCSF Hospital Chief Operating Officer - and Mike Thomas – Associate Director of Hospital Administration - attended two meetings of the Committee, delegated attendees for two additional meetings, and maintained informal email communication with Chair Malloy. Their interaction with the Committee provided members with an effective channel of communication to permit feedback regarding areas requiring improvement and to receive updates regarding clinical affairs at the Medical Center. The Committee anticipates that this interaction will increase during 2004-2005 and hopes to work with hospital administration in coordinating a response to problems highlighted by the results of the Clinical

Practice Questionnaire. The Committee also will continue to identify ways in which members can be involved in all relevant administrative groups that are working on issues that affect the practicing clinician.

Transcription Services at UCSF

SheRee Garcia, Director of Health Information Management Services, attended the April 21, 2004 meeting of the Committee to discuss transcription services at UCSF. She noted that UCSF has six transcribers on staff and contracts with other transcribers in the Bay Area. UCSF Health Information Management Services transcribes approximately 9 million lines each year. In response to questions from Committee members regarding the security of patient information during the transcription process, S. Garcia noted that UCSF now requires that contracted vendors supply UCSF with addresses and social security numbers of sub-contractors and is also working towards the complete redaction of all patient identifiers from transcribed records.

Committee members were concerned that it is often impossible to locate accurate information in transcribed records regarding details of a patient's referring physician, making communication with him/her difficult. This is often due to errors in source data from the patient and it was suggested that reception staff update the referring physician information each time a patient checks in. Ms. Garcia will also submit a change request to allow HIMS Softmed to receive IDX referring MD information that is captured during the admitting process. The Committee suggested to Ms. Garcia that a manager from Health Information Management Services meet with each clinical practice to address specific problems in the areas of physician error, the need for specialized vocabulary recognition, and other areas specific to an individual practice. The Committee will work to facilitate these meetings during 2004-2005 with those practices that indicate a need.

Telecommunications at UCSF

David Sproul – Director of IT Client Services and Support – attended the Committee meeting of May 19, 2004. He gave an overview of recent developments in telecommunications at UCSF. He noted that in the last five years improvements have been made in the telecommunications system which have resulted in greater ease in receiving calls (callers no longer encounter busy signals) but have also resulted in long hold times and many menus to navigate. Cindy Drew – Assistant Director of Clinics Administration – and Mike Thomas – Associate Director of Hospital Administration – are currently working towards standardizing menus used for directing calls.

During ongoing improvements to telecommunications, difficulties included staffing limitations and work flow inefficiencies. There is a reluctance to hire more staff due to budget reductions and this has resulted in an inadequate number of people answering phones in both the UCSF Call Center and in clinics. Work flow inefficiencies have arisen in part from difficulties in directing calls to the call center (the call center is able to answer calls more quickly but staff are often unfamiliar with individual clinics and faculty) or to the individual clinics (clinic staff are knowledgeable of their own faculty etc. but are often unable to answer calls quickly, if at all.) During 2004-2005, the Committee will work with Mr. Sproul to draft recommendations to the Administration regarding the problem of patient and referring physician access and the effective direction of incoming calls. Mr. Sproul suggested that an individual practice could direct queries and suggestions to the following staff:

Laurel Heights Call Center: Cindi Drew / Jonathan Hick
Operator Services: Mike McGuire / Carolyn Rodriguez

Computerized Physician Order Entry

Committee members Steve Kayser and Ken Fye were appointed members of the CPOE Development Committee (chaired by Dr. Michael Blum) and provided regular updates on the development of a Computerized Physician Order Entry System (CPOE) at UCSF. The campus is moving towards the development of an integrated CPOE and medical record that will also serve as a data repository. This process will require significant workflow redesign and extensive input from clinicians as end users. Drs. Kayser and Fye provided feedback from the Committee to the development team and encouraged faculty to attend important “validation” meetings at which the CPOE is presented at each stage of development. Both Drs. Kayser and Fye will continue to serve as faculty representatives to the development committee and ex-officio members of the Clinical Affairs Committee during 2004-2005.

Respectfully submitted,

Academic Senate Committee on Clinical Affairs

Mary Malloy, MD (Cardiovascular Research Institute) *Clinical / Adjunct Rep. – Chair*

Glenn Chertow, MPH (Nephrology) *Vice-Chair*

Nancy Byl, PhD, PT (Physical Therapy and Rehabilitation Science)

Cathi Dennehy, PharmD (Clinical Pharmacy)

Andrew Goldberg, MD (Otolaryngology)

Kenneth Fye, MD (Rheumatology)

Steven Kayser, PharmD (Clinical Pharmacy)

Mark Laret (CEO – UCSF Medical Center)

Peter Loomer, DDS, PhD (Stomatology)

Mary Lynch, RN, MS, MPH, PNP (Family Health Care Nursing) *Clinical / Adjunct Rep.*

Mack Roach, MD (Radiation Oncology)

Hope S. Rugo, MD (Hematology/Oncology) *Clinical / Adjunct Rep.*

Brian Schmidt, DDS, MD, PhD (Oral and Maxillofacial Surgery)

Doug Schmucker, PhD (Anatomy)

Nancy Stotts, RN, EDD (Physiological Nursing)

Sharmila Majumdar, PhD (Radiology) *Ex Officio – Chair, Graduate Council*

Appendices

Appendix 1: Clinical Operations Survey (Schools of Medicine, Nursing and Pharmacy)
Released June 4, 2004

Appendix 2: Clinical Operations Survey (School of Dentistry)
Released June 4, 2004

Appendix 3: Presentation by Sheree Garcia to the Academic Senate Committee on Clinical Affairs
April 21, 2004