

Clinical Affairs Committee Hope Rugo MD, Chair

Monday, May 23, 2016

PRESENT: Hope Rugo (Chair), Pilar Bernal de Pheils, Gerri Collins-Bride, Christopher Fee, Lena Kim, Steve Hays, Tim Kelly, Brent Lin, Kathy Yang, Todd Giedt

ABSENT: Nima Afshar, Steve Hetts

GUESTS: Diana Sliwka, MD, Medical Director of Patient and Provider Experience, UCSF Medical Center.

Chair Rugo called the meeting to order at 4:40 pm. A quorum was present.

Approval of the April 25, 2016 minutes

M/S Yang/Lin

Presentation from Diana Sliwka, MD, "Caring for the Care Team"

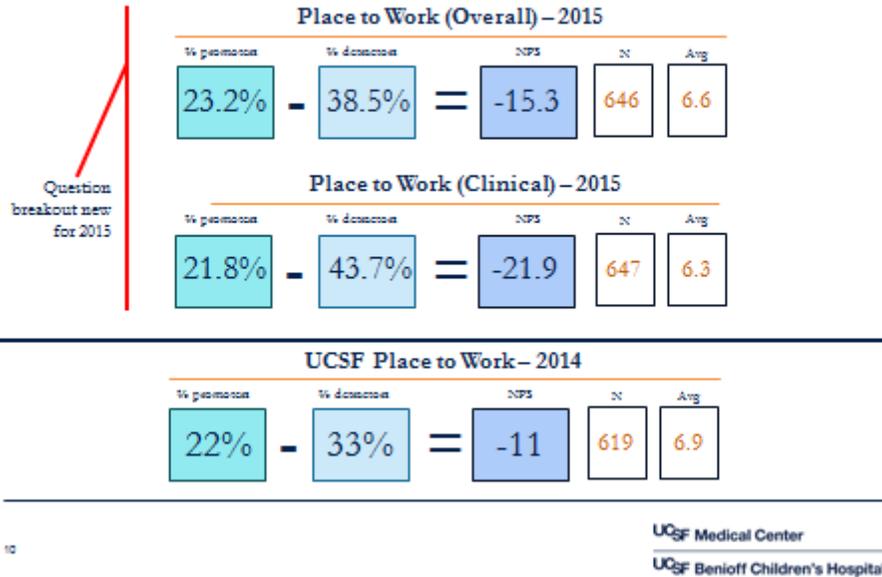
Dr. Sliwka manages UCSF Health's Provider Experience Portal and presented the results of a 2 year survey of UCSF providers employed by UCSF Health. The survey included UCSF Health physicians, physician assistants & nurse practitioners. n=647 of 1600 eligible providers. The response rate was 40%. Dr. Sliwka shared the following highlights of the survey's process and results:

1. Pulse Survey-a survey designed to measure loyalty by asking respondents to answer questions on a 0-10 point scale. The pulse survey assigns a Net Promoter Score (NPS) between -100 to +100 and categorizes survey respondent answers as "promoters," "passives," and "detractors."

$\% \text{ Promoters} - \% \text{ Detractors} = \text{Net Promoters.}$

Ex: Results and Demographics for the 2015 survey to physicians "How likely are you to recommend UCSF as a place to work?"

Physician NPS Results by Year (Work)



2. Approaches to improvement: are designed from multiple perspectives, from UC Health System to an individual provider's experience.

- Measurement
- Understanding the problems (through town halls focus groups, input, etc.)
- Understanding the right solutions (through high performers, surveys, task forces)
- Action (improvements to the 9 domains)
- Sustaining (Leadership commitment, organizational work plan, interactive portal)

3. Domains for improvement: *leadership visibility & communication, basic needs & responsiveness, staffing support, EMR/IT, work/life balance, salaries & benefits, team culture, recognition, physical structures*

Dr. Sliwka shared some preliminary ideas addressing the leadership visibility domain included provider leadership dinners with UCSF Health leadership & provider lounges in the medical centers. Committee members commented that the improvements needed to be inclusive of all providers, and involving the schools in designing the improvements across the domains was a good first step toward inclusiveness.

Chairs report:

Chair Rugo briefly reviewed proposed changes to CAC's bylaws that will include the addition of a permanent non-voting guest, and 2 ex officio members representing UCSF Benioff Children's Hospital Oakland and the Bay Area Accountable Care Network. The proposed bylaws also no longer specify the number of faculty members required from each academic series, and instead provide flexibility in its membership requirements. Once approved by the Senate's Coordinating Committee, CAC's membership will consist of 8 faculty and 5 ex officio members; all will be voting members. Quorum remains at 5 members

Chancellor's Fund: the Chair reported the Senate allocated \$234,000 and matching funds from the Deans totaled \$41,000 toward their respective applicants. Chair Rugo also reported she sent a communication regarding CAC's comments on the revisions to APM 278, 279 & 210-6, to the system wide Academic Senate, via UCSF Senate Chair Ruth Greenblatt.

There being no further business, Chair Rugo adjourned the CAC meeting at 5:45 pm

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